

Job Description

Job title	Coordinator - Lettings
Profession	Customer & Community
Band	F
Directorate	CCO (Customer)
Accountable to	Letting Support Manager

Job Purpose:

The role is vital role in supporting SNG's purpose to provide good, affordable homes that are the foundation for a better life. Ensure customers have a smooth, positive experience when moving into or out of our homes, by coordinating key activities across the lettings process.

Working across multiple localities, the role supports the Lettings team in minimising void periods and achieving key performance targets. Responsible for maintaining accurate and high-quality data in internal systems and external databases to support compliance, transparency, and effective service delivery.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Letting Support Manager, this role will contribute to achieving our operational and financial goals, performance targets, customer satisfaction standards, in-keeping with regulatory, legislative and industry best practice within multiple localities.

Key Accountabilities:

- Responsible to deliver the right outcome for our customers in a safe and timely way.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety Remediation / Building Safety Compliance team for consideration and /or investigation.
- Act as the first point of contact for team-related enquiries, providing advice and guidance to customers and engaging effectively with internal and external stakeholders.
- Coordinate and monitor empty homes to ensure key lettings milestones are achieved within required timescales, supporting operational and performance targets.
- Maintain up-to-date and accurate information on relevant systems regarding void properties and customer applications, ensuring visibility across teams.
- Obtain and set rents in line with SNG's rent setting policy, working with finance where required to agree rent levels.
- Capture and input detailed information to advertise homes across multiple platforms, generate shortlists from housing systems, review applications, and contact customers where appropriate.

- Create and maintain accurate records, reports, legal documents, invoices, spreadsheets, and databases in line with data management procedures, ensuring full compliance with GDPR and SNG requirements.
- Support a high-performing team culture by contributing positively and promoting continuous improvement in service delivery.
- Assist in identifying and developing improvements to customer experience and operational efficiency, while ensuring procedures are followed and compliance standards are met.
- Support the achievement of performance, service, and financial targets across the lettings service.
- Contribute to the delivery of the corporate plan by supporting key projects and activities that deliver agreed business outcomes.
- Fulfil the Data Steward role for tenancy creation, ensuring data quality in line with SNG's data landscape and governance standards.
- Build and maintain effective working relationships with internal and external stakeholders, ensuring integrated contributions to SNG corporate objectives while adhering to organisational policies and ways of working.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Knowledge of housing-related policies and legislation specific to allocation of social housing.
- Demonstrable track record of delivering excellent customer service in a housing or similar complex service environment.
- Demonstrable ability to manage own workload and meet deadlines, while contributing to team and organisational performance.

Desirable

- Evidence of excellent customer service achievements in a complex delivery environment.
- Knowledge of data quality monitoring techniques, including reconciliations and impact assessment of data issues.
- Awareness of data governance principles and compliance requirements, including the implications of data breaches and preventative practices.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4868	Shannice James-McFee	04/2025	
2.0				