

Job Description

Job title	Lettings Officer
Profession	Customer & Community
Band	E
Directorate	CCO (Customer)
Accountable to	Lettings Manager

Job Purpose:

The role is important in supporting our purpose to provide good, affordable homes that are the foundation for a better life. Responsible for delivering an effective and positive onboarding and exit experience for customers moving into and out of SNG homes across multiple localities. Collaborate with colleagues across teams to ensure homes are let appropriately and in line with SNG's customer, home and place, and asset strategies.

The role also ensures that accurate and high-quality data is recorded and maintained within housing systems, ensuring central visibility of property and customer records.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

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

Key Accountabilities:

- Effectively manage empty homes across multiple localities, working collaboratively with colleagues to ensure the best outcomes for SNG, our customers, and the wider community.
- Positively engage with customers ending their tenancies by carrying out tenancy end inspections and providing clear advice and guidance, with the aim of reducing void times and re-let costs.
- Develop and produce engaging marketing materials to advertise homes, enabling customers to make informed choices and helping to ensure timely and efficient lettings.
- Assess all housing applications in line with SNG's policies, using a risk-based approach to ensure homes are allocated appropriately and tenancies are sustainable and manageable.
- Deliver a positive onboarding experience using the most appropriate platform for each customer, ensuring they receive the necessary advice, support, and information to move in successfully, sustain their tenancy, and understand their rights and responsibilities.
- Work closely with Locality teams to ensure smooth handovers and provide support that promotes long-term tenancy sustainment.

- Act as the main point of contact for the letting of homes on new developments, liaising with Development teams, Locality teams, and local authorities, and contributing to the creation of local lettings plans where appropriate, with a focus on building sustainable communities.
- Take a proactive and innovative approach to achieving performance targets, regularly reviewing the management of empty homes, and effectively prioritising workload to minimise re-let times and rent loss.
- Attend and participate in case conferences with statutory agencies when necessary to ensure appropriate support is in place at the start of a tenancy.
- Continuously develop specialist knowledge and understanding of the service area, housing stock, customer needs, and local agencies, offering guidance and support to both internal and external stakeholders.
- Fulfil the role of Data Steward for tenancy creation, ensuring high standards of data quality in line with SNG's data governance framework.
- Build and maintain effective working relationships with internal and external stakeholders, supporting SNG's corporate objectives while adhering to policies, procedures, and ways of working.
- 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.

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

- Experience of lettings in a new-build or regeneration setting.
- Previous experience working in the social housing sector.

- Membership of a relevant professional body such as the Chartered Institute of Housing (CIH), or willingness to work towards this.

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	4869	Shannice James-McFee	04/2025	
2.0				