



JOB DESCRIPTION

Job Title: Allocations Officer

Company: Barking and Dagenham Reside Regeneration Ltd

Location: Hybrid / Patch Based (Barking and Dagenham) / Home

Responsible to: Commercial Housing Portfolio Lead

Salary: £40,000 - £45,000 p.a.

Job Purpose

To provide a customer focussed, proactive, comprehensive and high-quality allocations and lettings service to Reside tenants across a mixed tenure portfolio including social rent and discounted market rented tenures.

You will act as a champion for work stream, acting as the first point of contact for all lettings related queries from prospective tenants.

You will provide an effective and positive onboarding experience during the application and sign-up process.

You will ensure that from the outset, tenants are clear on how to manage a tenancy, setting expectations and developing effective engagement.

Work closely with colleagues and partner organisations to ensure our homes are let appropriately and empty home periods and rent loss are kept to a minimum.

To develop and maintain partnerships with key agencies and stakeholders, including the council, lettings agents, support agencies, CAB and any other relevant agencies.

The post holder will deliver high levels of satisfaction to Reside tenants for the services managed.

Key Accountable Areas

- To deliver a high quality, efficient and compliant allocations and lettings service, managing all aspects of the voids and allocations process from the point of notification of end of tenancy through to sign up of new tenants. This will require a 'can do' approach to service management to exceed expectations as the norm.
- Deliver a positive onboarding experience via the most suitable platform for our tenants, to ensure they receive appropriate advice, support and information to move into the home, sustain their tenancy and understand their responsibilities as a tenant and our responsibilities as a landlord.
- To advertise vacant properties effectively via CBL systems or partner letting agents, creating effective marketing material to positively advertise our homes.
- Achieve a timely turnaround of empty properties within key KPI targets and to ensure that all properties are let / re-let promptly.
- Proactively manage large scale handovers of new developments to ensure prompt allocation and letting of all new homes.
- Deliver compliant allocations and letting processes, preventing tenancy fraud.



- Ensure the effective management of the allocated caseload of work, raising concerns and blockages with line manager as appropriate.
- Work in partnership with the Neighbourhood Officers and Income Team to ensure a collaborative approach in the allocation process aimed at improving tenancy sustainment.
- Work with the Income Team, ensuring we adopt a 'Rent First' approach, ensuring tenants are making advance rent payment with a full understanding of their affordability with any risks identified.
- Identify and work with line manager to develop and update policies and procedures as the service develops / is required.
- Work collaboratively with partner agencies, colleagues, other teams and stakeholders to ensure a high-quality seamless service delivery to all customers moving into new homes.
- Be alert to and escalate appropriately suspected tenancy fraud, including sub-letting and non-occupation and, working closely with other specialist teams, take appropriate action to enable recover of properties where necessary.
- Ensure that the services provided are delivered in accordance with Reside's policies and procedures, legislation, regulation and reflect best practice and always deliver excellent customer service.
- Take every reasonable measure to ensure personal health, safety and wellbeing including complying with our lone working policy.
- Ensure appropriate and professional conduct at all times, and in accordance with the Reside's standards.
- Drives an increase in contact with tenants as we seek to develop effective relationships of high trust that enables tailored and bespoke service to be developed that facilitates a highly customer centric service delivery model.

Operational Delivery

- Ensure the effective management of the allocated caseload of work, raising concerns and blockages with line manager as appropriate.
- Working in partnership with other agencies as appropriate, to raise and report concerns, including safeguarding issues, working with these organisations to help bring about successful resolutions to cases.
- Maintain accurate customer records and update IT and relevant housing systems in line with service requirements.
- Work in partnership with other Reside teams to ensure new tenants are aware of how they can actively engage, be involved, feel listened to and be able to shape services that Reside delivers as a landlord.
- Deliver services that meet key performance targets/indicators and operational service plan objectives, ensuring timely contribution to the submission of performance reports and other documents as required.
- To raise purchase orders against agreed budgets as required.
- Assist in the collection of tenant data / satisfaction information / surveys and collate statistical monitoring information as required.
- Resolve tenant service requests and complaints at first point of contact, exceeding service standard response times to prevent escalation to formal complaint. This may include also responding to formal complaints, ombudsman, MP and councillor enquiries.



- Identify and work to deliver continuous improvements as necessary to meet the required outcomes of the service.
- Have the flexibility and knowledge to deal with new, unexpected and complex housing situations on a regular basis and give appropriate advice and assistance to our tenants / stakeholders.

Other

- As part of the Neighbourhood Team, provide cover for colleagues as required, including out of hours cover where necessary.
- Deputise for the management team in relation to attending external meetings and events as required.
- To ensure full compliance with the Health and Safety at Work Act 1974, relevant Reside Health and Safety Policies both for people and in the management of Reside housing stock.
- Ensure that services are delivered based on the identified needs of the tenants, providing reasonable adjustments to services as necessary.
- To be able to work out of normal contracted hours to deliver the expectations of the role, including some evening and weekends as required.
- Any other duties as required that are commensurate with the post.



PERSON SPECIFICATION

Essential Requirements (key skills & qualifications)

Knowledge and Experience

- Up to date technical knowledge of tenancy management and housing allocations in a mixed tenure housing environment.
- Knowledge of Housing related policies and legislation specific to letting homes, including an understanding of tenancies and safety legislation with a focus on compliance within all activities undertaken.
- Experience of delivering in a front-line allocations and lettings and/or housing management role or another relevant housing-related area within the context of a dynamic and changing organisation.
- Experience of working with vulnerable people to develop cohesive neighbourhoods and to encourage their social inclusion, wellbeing and tenancy sustainment.
- Experience of working across teams and agencies to address complex customer needs.
- An understanding of the issues of housing, lettings and health and safety and how these impact on the well-being of residents and the responsibilities of landlords.
- Able to create effective & collaborative working relationships with tenants, other internal teams and stakeholders, enabling tailored and bespoke relationships to be developed that facilitates a highly customer centric service delivery model.
- Demonstrable ability to manage own performance and work with others to optimise team and overall performance.
- Demonstrable 'can do' approach to providing services to tenants, going above and beyond at every available opportunity.
- Excellent written, verbal communication and interpersonal skills.
- Proficient level of IT literacy. Confident in use of Word, Excel and Outlook, digital products and other systems relevant to the role.
- Have a full driving licence and access to a suitable vehicle to carry out the duties of the role.
- Ability to carry out work related activities, visits to other locations, including managed properties and other office locations both during and outside core working hours as dictated by service / business need, e.g. evening visits to tenants, etc.

Desirable Requirements (key skills & qualifications)

- Experience of working with local authorities
- Some experience of project management.
- Experience of effectively managing changes to service delivery
- Experience of working with external letting agents / managing agents.
- Membership of a relevant body (e.g. CIH)