Gravesham Borough Council

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| Division: | **Housing** |
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| Department: | **Housing Options** |
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| Post Title: | **LETTINGS MANAGER** |
| Grade: | **POB** |
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| Hours | **37** |
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| Responsible to: | **Head of Housing Solutions** |

**Job Description**

To manage GBC Lettings, the Council’s social lettings agency to prevent and reduce homelessness, minimise the Council’s use of temporary accommodation and make it easier for people who are living or working in the borough to access good quality, well managed, affordable private rented housing.

To promote and drive a clear marketing and procurement strategy to support the range of options for working with private sector landlords. Continual oversight of the private rented sector market to inform decision making on revising procurement initiatives.

Establish, develop, and maintain close working relations with property owners, private landlords and property developers to encourage them to lease their properties to the Council and/or pay GBC Lettings a fee to manage their accommodation for them.

To manage the Liaison Team, providing key support to officers providing homeless advice and guidance to households that are homeless or in threat of homelessness in accordance with the council’s statutory duties under Part VII of the Housing Act 1996 (as amended).

To ensure effective budgetary control, budgets must be effectively monitored and managed.

**Job summary**

1. To manage the GBC Lettings team to support the officers in the procurement of Private Sector accommodation.
2. To ensure GBC Lettings is marketed to the public in a positive manner, and to propose innovative marketing strategies that complement the current strategy.
3. To review the terms of business and service standards and ensure that they reflect the council’s commitment to offering a professional, high quality ethical lettings service that is based on transparency, integrity, value for money and social purpose.
4. To work closely with finance colleagues to regularly review and monitor the cost of the schemes and ensure that they continue to provide value for money for the service.
5. Constantly assess and monitor the condition of the local housing market to ensure that the appraisal of the rental value of homes is informed, evidence based, up to date and accurate.
6. To ensure that the relevant contractual documentation is in place. This will include making relevant checks on ownership of the property and checking that the landlord has permission from any lender to let the property out.
7. To ensure that the Council’s interests and our tenants interests are protected by undertaking appropriate inspections of properties taken on such as Housing, Health & Safety Rating System and ensuring that all relevant documents are produced such as a gas safety certificates, electrical certificates and energy performance certificates. Have regard to and uphold regulations controlling fire safety standards including furniture safety standards.
8. Ensure that landlords are paid the agreed rent for their properties on time and ensure that all appropriate agreed fees and charges are raised for services delivered to maximize income to the scheme.
9. To be responsible for all aspects of property and tenancy management ensuring that rental income is maximised and terms of tenancy agreements are maintained. This will include addressing breaches of tenancy conditions e.g. rent arrears, anti-social behaviour, damage, nuisance, etc. In addition, where necessary initiate court proceedings ensuring that the correct notices are served, and appropriate records have been maintained. Where necessary you will be required to attend court to represent the landlord or Council.
10. Ensure that the business objectives / business plan objectives as agreed are maintained and kept under review, providing regular reports to demonstrate this and report on issues which may develop and make recommendations for changes to the projects as required.
11. Take responsibility for the impact of the business decisions taken on the overall objectives and the future financial position in relation to these schemes.
12. To ensure that tenants are referred to relevant support services, tenancy training and liaise with relevant partners in order to identify tenancy management plans on a multi-agency basis as required.
13. Oversee the day-to-day management of the Liaison Team. Ensure that the Officers are providing the correct advice to households in threat of homelessness.
14. To manage the council’s rent deposit scheme, ensuring that access to the scheme is publicised appropriately and that eligible households are able to access the scheme. Operational management of the Officers administering payments, and ensuring that these are made correctly and that the budget is managed appropriately.
15. Ensure professional management and supervision of the team and adherence to the council’s HR policies.
16. Provide proactive advice and guidance to landlords and lettings agents, including advice on tenancy management, tenant finding, possession proceedings and dealing with problematic tenants and breaches of tenancy.
17. Manage the delivery of a range of initiatives to local landlords and letting agents, including landlord incentive schemes, tenant finding and tenant referencing, landlord accreditation and training. Develop, provide and advocate a range of initiatives to local residents and tenants, including incentive schemes, tenant finding, tenant referencing, your home, your health and training.

**Main responsibilities**

Ensure that all staff in the relevant teams are trained, managed and appraised and developed in accordance with the Council’s relevant policies and procedures.

Meet regularly with team staff to ensure that agreed policies, practices and procedures are being implemented and performance standards are being met through the setting and monitoring of individual and team performance targets.

To take responsibility for implementing and managing policies, procedures, staff practices and service delivery that are aligned with equal opportunities policies and values and encourages diversity across the service.

To ensure that all team members and colleagues are updated on changes to legislative or Government guidelines affecting their work and to ensure that any verbal or written information reflects these changes.

To collate and maintain statistical records for submission to Management Team, Members and external agencies.

To promote the development of new services or rehousing initiatives by assisting in the drafting of leaflets and information, web site information and in making the information available to members of the public.

To work effectively with Members and implement the Housing Services Strategic Objectives.

To work as an effective member of the Housing Needs Management Team, and provide duty cover for a range of Housing Needs services as required.

To have a working knowledge of ICT systems required to perform the job effectively and undertake training as and when required in order to maintain an up to date knowledge of systems, legislation, policies, practices and procedures. Ensuring that databases are updated accurately as required.

To respond to telephone calls and correspondence within the Council`s specified target timescales.

Working in partnership with internal business partners and other external agencies contribute to the achievement of Council’s overall performance objectives, community development, sustainability and development.

**General**

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

To participate as required in the Council’s Emergency Planning Operations which may involve duties outside the post holder’s normal job description and contracted hours.  In the event that an incident has occurred which disrupts the council’s ability to deliver it’s critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder’s competencies in other departments and/or at other locations.

A commitment and contribution to the Council’s Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder must ensure that data quality and integrity is maintained and that data is processed in accordance with council policy, the Data Protection Act, the Freedom of Information Act and other legislation

The post holder will comply with Statute and Council Policy in all respects.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the LA

A commitment to excellent customer service and the values of the Council

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|  | **PERSON SPECIFICATION** |  |
|  | ESSENTIAL | DESIRABLE |
| SKILLS/ABILITIES  (Specific skills and abilities required to undertake the duties) | Ability to manage and motivate staff.  Excellent written, numerical and oral communication skills.  Excellent negotiation skills.  Be organised and have a good attention to detail.  Business acumen and commercial awareness and the ability to analyse spreadsheets and contracts.  Excellent communication skills and the ability to influence a variety of audiences.  Excellent negotiating and advocacy skills  Ability to solve problems and guide others in decision making.  Ability to understand corporate processes. | Project management skills |
| KNOWLEDGE  (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations) | Excellent understanding and knowledge of relevant housing legislation  A good knowledge of the local government environment, including the role of members and the decision making process.  A good understanding of the nature of the local housing issues affecting Gravesham and its residents.  Competent financial management and budget monitoring skills  Knowledge of the housing health and safety rating system |  |
| QUALIFICATION  TRAINING  (Educational/vocational qualifications and other training)  Verification will be required | HNC/Level 4 certificate/ diploma or equivalent in a relevant subject area, membership of a relevant professional body or relevant experience  HHSRS Accreditation | Any other qualifications that could be used in this area of Housing |
| EXPERIENCE  (Level and type of previous experience) | Extensive private sector experience of working in residential lettings  Experience of managing staff  .  Experience of dealing with difficult customers and conflict management.  Experience of working within a busy environment.  Extensive knowledge of letting agents practices, the regulatory framework relating to residential lettings and market rental values and trends.  Experience of developing new ways of working, collating and evaluating performance information and initiating and managing new projects.  Experience of managing budgets including forecasting expenditure and obtaining value for money | Knowledge of local authorities’ licensing and enforcement powers in relation to houses in multiple occupation and private rented accommodation |
| QUALITIES  (Particular qualities necessary to carry out the works e.g ability to work under pressure or work cooperatively in a team) | Can work under pressure and to deadlines  Ability to act on own initiative and be proactive in improving procedures, processes and customer service  Ability to remain calm and work under pressure in what can often be difficult situations.  Excellent customer service perspective  Ability to be assertive and deal with confrontational situations  Proven, good and supportive team player  Ability to be flexible  An enquiring mind and an eye for detail  Ability to work on own initiative with minimal supervision  An organised and methodical approach to record keeping and files including electronic and manual systems |  |
| SPECIAL CONDITIONS  (e.g. willingness to work unsocial hours or wear a uniform) | Must have adaptable and flexible attitude to work requirements  Willingness and ability to undertake home/site visits  Commitment to Equal Opportunities | Driving License |