

Lettings Assistant

Days	Mon – Fri, some evening
Hours	Up to 36 hours per week
Salary	£12.26 per hour
Duration	3 – 6 months



Job purpose:

The primary aim of the Lettings Assistant is to liaise with internal teams and external agencies to ensure a prompt turnaround of vacant homes. You will be responsible for processing end of tenancy terminations, working with colleagues to ensure effective void management processes. Managing decant cases, assisting in matching properties for management transfers. Property matching empty homes for Refurb decant Scheme.

This job will require someone who is committed to transforming Lancaster West Estate for and with its residents, can work flexible hours as needed, and can manage changing volumes of work.

Description of Duties:

- Responsible for lettings administration, ensuring all records relevant to the role are completed promptly and are accurate
- Responsible for putting together lettings packs and ensuring that the information contained is accurate and up to date.
- Liaise with the Voids and Allocations Teams effectively to ensure a prompt turnaround of vacant homes and minimise rent loss.
- Sending adverts of void properties to allocations bi-weekly to advertise on Local lettings site.
- Responsible for system updates including processing end of tenancies.
- Maintain and use performance dashboards to provide status reports as and when required.
- Provide information and advice to new and prospective residents about the letting process.
- Act as a first point of contact and provide a responsive and seamless service to internal and external customers, in line with customer service standards.

📞 0800 389 2005 ✉️ lancasterwestoffice@rbkc.gov.uk 🌐 www.wearew11.org
 📷 @lancasterwestneighbourhoodteam 📺 Lancaster West Neighbourhood Team



- Managing incoming voids in notice period and working closely with the Neighbourhood Manager to ensure keys are handed back and property is cleared.
- Managing decant cases and ensuring the updates are provided for monthly meetings. Working closely with the voids team to ensure prompt updates are provided for the basis of friends and family decants and Refurbishment decant moves.
- Assisting in matching properties for Local Lettings Plan and Refurbishment Decant Scheme with new voids coming in weekly.
- Signing up of new tenancies are scheduled in diaries promptly, within set target times.
- Working with Neighbourhood Teams to ensure 4- 6-week visits are booked in their diaries and uploaded onto CRM.
- Carrying out viewings
- Filming voids for virtual viewing videos
- Arranging viewings and virtual viewings are sent to applicants via email.
- Comply with Internal Audit, external regulatory and statutory requirements.
- Ensure confidentiality of information and adherence to information governance
- Any other duties that are required.



How to apply:

Please email a CV and covering letter by 5pm on 27th September 2022 to Madison.Clark@rbkc.gov.uk

For an informal discussion call Madison Clark on 07790351221



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