

# **Housing Lettings Officer Job Profile**

**Job title: Housing Lettings Officer**

**Grade: Level 3 Zone 2**

## **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

## **About the role:**

The Lettings Officer is responsible for the delivery of the housing letting process from tenancy termination, through shortlisting, offer, verification and viewing stages until the property has been let within the timeframe as set out in service performance indicators and in accordance with the Council's rehousing policy.

To maintain monitoring systems and regularly produce performance reports from the Council's IT system.

To manage the provision of social housing in accordance with the Council's policies and procedures and relevant Government legislation including making informed decisions about housing applications.

## **Example outcomes or objectives that this role will deliver:**

To maintain a detailed knowledge of relevant legislation and Council policy in relation to the statutory provision of social housing. To operate within relevant Codes of Guidance, statutory guidance, council policy and housing legislation.

To ensure the timescales for letting social housing are met to meet void turnaround targets to minimise lost revenue of rent. Actively work in partnership with the relevant teams to achieve this as well as identifying new initiatives to help reduce void turnaround times.

Responsible for organising and hosting viewings, including group viewings at void properties.

Responsible for updating the authority's IT Housing Systems in a timely fashion, ensuring all details are correct to ensure accurate records and the legal obligations for both landlord and tenant can be met.

To monitor and respond to reviews, verifications, and assessments and implementing remedial action where required. To respond to councillor and resident correspondence, both written and verbal, maintaining high levels of customer service and professional excellence.

To develop and maintain effective relationships with relevant stakeholders including internal and external customers, colleagues, elected members, health and welfare services and other bodies as appropriate.

To actively participate in delivering advice, guidance, and support to residents, with regards to potential housing options, temporary accommodation, and social housing related issues.

To carry out any other duties consistent with the job purpose which may be required from time to time.

### **About you**

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

### **Technical Knowledge and Experience:**

Educated to GCSE 'A' Level, or NVQ Level. Experience of working in a busy target focussed housing environment.

An understanding of Housing Act 1996 Parts VI and VII along with the ability to draw upon relevant housing caselaw are essential. An understanding of the Council's Housing Allocations Scheme is expected.

**You are passionate about housing equality:** You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

**You are proactive:** You take action to address problems and support people as early as possible. You create change where change is needed, rather than waiting for change to happen and reacting to it.

**You keep services accessible:** You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse

needs of residents. If there is something you can't help with, you will find someone who can.

**You take a caring approach:** You listen, understand, and have others' concerns in mind. You are happiest when residents are.

**You believe in doing things together:** Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind. You know that residents are the experts on the housing and services they want and need, and you make sure they are heart in the work that you do.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

### **Skills Framework:**

**Proactive:** Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

**Collaboration and communication:** Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

**Data, digital and systems:** Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

**Equality, diversity and inclusion:** Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

**Safety and wellbeing:** Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

### **Key relationships**

The postholder will work proactively and collaboratively with colleagues within the organisation, registered providers and those supporting residents throughout the rehousing process to ensure the timely turnaround of voids and customers receive the best possible overall service.

### **Work environment**

The role will mainly be based at council offices whilst regularly undertaking void inspections and hosting viewings across the borough. Some home working may be available in agreement with your line manager.

### **People management responsibilities**

N/A

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

### **Is this role politically restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity and inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK

([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for adjustments**

**Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would**

**like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C**