

Housing Lettings Manager Job Profile

Job title: Housing Lettings Manager

Grade: Level 4 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, and the vision for Housing Services is to work deep into our neighbourhoods and within our communities to plan and continuously 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 provision of safe, secure and sustainable housing is a key pillar of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

In addition to focusing on the management and development of Council homes, we are going further in our efforts to provide services in our communities. This means more engagement with people who live on our estates in our neighbourhoods, to make sure that our offer as a landlord is joined up with other key Council services such as Adult Social Care, Community Safety and more.

About the role:

The Lettings Manager will support the Housing Allocations Service Manager to deliver a financially efficient allocation and lettings service, this may be delivered through the housing register, transfers, decants, mutual exchange and under occupation.

Responsible for managing, inspiring, and motivating a team of officers facilitating the allocation and lettings service whilst embedding a people centred and relational culture in the service.

Responsible for implementing and managing monitoring and performance systems of the social housing letting process through all the relevant stages until the property has been let within the timeframe as set out in service performance Indicators.

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 deliver on all key performance and service standard indicators for letting Council and Registered Provider stock. To manage a team of officers ensuring standards are maintained to meet void turnaround targets to minimise lost revenue of rent. Develop working partnerships and processes with neighbourhoods, void and repair services to achieve this as well as identifying and implementing new initiatives to help reduce overall letting times

Responsible for organising the team's rota and schedules to ensure adequate cover and timely delivery of tasks relating to the Allocations and Lettings service.

Responsible for ensuring that IT and digital platforms are accurately maintained and developed to reflect the changing needs of the service and meet the legal obligations for both landlord and tenants.

Setting performance management targets and systems to deliver improvements to our lettings process including voids, downsizes and mutual exchanges.

To produce & provide written and statistical reports relating to service demand and performance against key performance indicators, including financial recording and submitting financial returns.

To develop and manage systems to respond to reviews, verifications, and assessments, implementing remedial action where required. To respond to other 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 identify and develop working relationships and protocols in delivering advice, guidance, and support to residents, with regards to potential housing support, temporary accommodation, and social housing.

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 an efficient, relational way, with the best outcomes for residents at its heart.

In addition:

Technical Knowledge and Experience:

Experience of managing a team in a busy solution focussed housing environment.

Educated to GCSE 'A' Level, or NVQ Level.

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.

In addition:

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 and beyond the team to ensure we maximise the supply of social housing whilst delivering timely turnaround of voids and customers receive the best possible overall service.

Work environment

The role will mainly be based at 5 Pancras Square, undertaking void inspections and hosting viewings across the borough a requirement. Some home working may be available in agreement with your line manager.

People management responsibilities

A team of officers delivering the allocation and lettings service, including downsizing and mutual exchanges.

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). 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 or post to 5 Pancras Square, London, N1C