

Lettings Coordinator

Reports to: Lettings & Void Lead

The part I play at Flagship Group to help solve the housing crisis is:

To work as part of a team to ensure our tenants have an excellent experience when moving in and out of our homes, this will help our tenants to sustain their tenancies and minimise our void loss.

I am the initial point of contact for queries via the telephone and email, answering all general enquiries and providing full administration support across the team. I help customers to register for social housing, referring more complex enquiries to the specialist housing teams.

I provide support to the Housing Officers, creating tenancy agreements and assignment paperwork. Occasionally I assist with the shortlisting process for our homes, and I may attend property viewings and take rent payments for new tenancies. I also support our customers with welfare and benefit advice and signposting them to external support agencies. I complete reference requests and if necessary, I complete property inspections.

My skills and experience include:

Working in a customer focused environment preferably within a housing environment but this is not essential.

I have experience with administration and related activities.

I have the ability to work as part of a team but able to manage and prioritise my own workload.

I am solution focused with a can-do approach and I have the ability to remain calm during difficult conversations.

The skills I will develop include:

Enhancing both my communication, administration, and customer service skills. I will have the opportunity to build relationships both within and outside of the business whilst expanding my knowledge of the Housing sector and working in a regulated environment



Flagship Group Values:

