

Lettings Officer

Reports to: Housing Manager

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

to welcome customers into their new homes and guiding them through ending their tenancy, ensuring a tenant focused service is provided. It is my role to ensure our homes are ready to let and void loss is kept to a minimum.

I will manage the process of re-letting our homes by attending visits with our prospective customers to our properties and working with our contractors and internal teams to get the property let. I will liaise with external partners, including the local authority, to advertise available properties and will work directly with prospective customers to carry out assessments and determine their suitability. I will identify any support needs at an early stage and take appropriate action to promote long-term tenancy sustainment. To support a rent-first approach, I ensure upfront payments are collected, set up direct debits, and arrange affordable payment plans to help prevent arrears and ensure rent accounts are clear at the end of the tenancy. I will carry out new tenant check-ins to ensure customers have the essential information and support needed to maintain a successful tenancy. I will provide support with safeguarding concerns during the initial stages of a tenancy or if concerns are raised during the notice period. I will also promote and manage mutual exchange applications, working with customers, landlords, external partners and internal teams to support our tenants to move to more suitable homes.

I support my manager to lead on our vision, Housing Made Simple, to make it as easy as possible for customers to rent their homes whilst ensuring we are compliant with the law, legislation, and Flagship's policies and procedures.

My skills and experience include:

I am customer focused, ideally, I will have a working knowledge of lettings and tenancy.

I am proactive and pay attention to the details I can prioritise multiple demands.

I have strong organisational skills.

The skills I will develop include:

Developing specialist knowledge of Lettings. Gaining in depth knowledge of the Housing sector and Housing Law whilst working in a regulated environment.

I will develop my influencing and communication skills and build relationships with wider teams across the Group.

Flagship Group Values:

