



## Senior Lettings Officer

**Reports to:** Housing Manager

### The part I play at Bromford Flagship LiveWest to enable people to thrive is:

In this role, I will lead and develop a desk-based lettings team to deliver a high-quality, customer-focused lettings service within agreed performance targets. I will support the Head of Housing in delivering our Housing Strategy and our vision, *Housing Made Simple*, ensuring our operational decisions align with wider organisational aims. I will act as a key point of contact for the wider lettings team across the East and contribute to project work that drives service improvement and positive change. I will provide hands-on operational support to both the desk-based roles and lettings officers to ensure continuity of service, including preparing tenancy agreements, attending viewings, and completing key-handover appointments.

I will take the lead in selected internal and external partnership meetings, representing the service with professionalism and clarity. Working closely with the Housing Managers, I will monitor performance, complete regular compliance checks, and escalate risks appropriately. I will demonstrate confident and clear decision making, using sound judgement and a balanced approach to risk to ensure successful and sustainable lettings. I will think strategically, keeping the wider organisational goals and long-term impacts of lettings decisions firmly at the forefront of my mind. I will lead by example, setting high standards, modelling professionalism, and fostering a positive, accountable team culture. Through strong problem-solving skills, I will identify root causes, anticipate challenges, and develop practical, customer-focused solutions that support continuous improvement and sustainable tenancies.

### My skills and experience include:

I will have housing management experience, preferably in social housing and experience working in a customer focused environment.

I can confidently prioritise and manage a busy workload based on urgency and work as part of the team to ensure workload across the team is managed

I can analyse and interpret data to understand and identify opportunities for improvement.

I have strong organisational skills with effective planning skills and a structured approach to managing competing priorities.

I have exceptional communication skills with the ability to engage confidently with customers, colleagues, and partners.

I have strong written skills, demonstrated through the ability to review and respond to appeals from applicants clearly, professionally and in line with policy.

### The skills I will develop include:

I will build on my existing knowledge of the Housing sector and Housing Law whilst working in a regulated environment.

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

I will grow my confidence in leading change, supporting the implementation of new processes, systems, and ways of working within the lettings service.