Tenancy Management Coordinator

Reports to: Housing Manager

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

I support the Housing Team to help deliver an outstanding service to customers and create communities that people are proud to live in. I will provide administration support for the housing team. I will triage tenant queries taking steps to understand the tenants needs and circumstances. I will help reduce demand on the housing officers in the team by making decisions and giving advice to tenants where I can.

Where queries cannot be resolved, I will hand them off to the appropriate team giving as much information as possible to produce a quick resolution for the tenant. I will respond to tenants professionally and promptly showing empathy in my communication. I will keep detailed records of any conversations with tenants including any actions taken. I will proactively obtain and maintain an understanding of housing management.

I support my manager to lead on our vision, Housing Made Simple, to make it as easy as possible for tenants 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 have excellent written and verbal communication skills, and am able to deliver sometimes complex and difficult messages to tenants in a simple and engaging way. I have the ability to prioritise queries and tasks based on risk, and manage changing priorities within the team. I also have the ability to draw out relevant facts to make informed decisions and communicate these clearly to tenants.

The required qualifications for my role are: I am educated to GCSE or equivalent standard or qualified by experience in a similar role.

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:

Delivering Outstanding Customer Service

Great People Doing Great Things

Relentlessly Improving Performance

Spending Money Wisely