**EXETER CITY COUNCIL**

**Job Description**

**JOB TITLE :** Lettings and Leasehold Technical Support Assistant

**GRADE :** Grade 4

**POST NO :** 3430

**SERVICE :** Housing

**UNIT :** Housing Customers

**REPORTS TO :** Lettings and Leasehold Lead

**RESPONSIBILE FOR :** No staff

**LIAISON WITH :** Tenants, Applicants and Leaseholders; Officers at different levels within the Council: Lettings and Leasehold Officers; Customer Relations Officers; Devon Home Choice Officers; Works Surveyors; Occupational Therapist;

**PURPOSE OF JOB**

1. To provide high quality administrative support to the Lettings and Leasehold Team covering lettings and allocations; Right to Buy (RTB); leasehold management; and rent setting
2. To assist the Lettings and Leasehold Officers (LLOs), Housing Customer Relations Officers (HCROs) and Works Surveyors to provide an excellent void management service and to minimize void periods
3. To support the downsizing process of tenants moving from large to smaller accommodation to better suit their needs and to make efficient use of Council housing stock
4. To support the work of the Lettings and Leasehold Lead and Lettings and Leasehold Officers in the development and improvement of services

**MAIN ACTIVITIES**

**General**

1. Support the Lettings and Leasehold Officers to establish a new relationship with applicants, tenants and leaseholders based on the principles of:

* greater knowledge of customers, assets and customer demand
* providing realistic services based on demand and effective control of resources
* acknowledgement of the value of our property assets and the need to protect them
* managing different tenures (‘lifetime’, flexible, temporary etc.) according to the same principles in an integrated, fair and consistent manner
* proactive management through business planning
* dynamic implementation of tenancy or leasehold agreements
* managing different tenures (‘lifetime’, flexible, temporary etc.) according to the same principles in an integrated, fair and consistent manner
* embedding resident involvement in the delivery of services

1. Act within budgets and identify and report any budget risks

**Lettings and Allocations**

1. Provide administrative assistance to the Lettings and Leasehold Officers in the Letting of Council properties and garages in accordance with legislation and the Council’s own procedures, including the Devon Home Choice (DHC) allocations policy
2. Place adverts on the DHC system, shortlist applicants and arrange pre-void and home verification visits
3. Work to ensure the lettings process matches the right applicant to the right property as quickly and efficiently as possible
4. List available property on Devon Home Choice and assist in the short listing process thereafter

**Right to Buy**

1. Support the Leasehold and Lettings Officers to manage the RTB process from start to finish in conjunction with other council officers to meet statutory and service-specific timescales and to the highest standard
2. Examine RTB applications to ensure applicants are eligible

**Leasehold and rents**

1. Assist the Lettings and Leasehold Officers to meet customer expectations by providing all required information relating to service charges, ground rent, insurance and block management
2. Assist the Lettings and Leasehold Officers to keep leaseholders informed by serving all necessary consultation notices relating to service charges/major works/other agreements
3. Assist in the collection and recovery of accurately calculated service charges and ground rent
4. Assist the administration of the Home Contents Insurance Scheme for tenants

**Downsizing**

1. Provide support to the Lettings and Leasehold Officers in administering the Council’s downsizing scheme to encourage people to move to smaller accommodation
2. Help to find out ‘what matters’ to downsizing customers and match their needs to Council requirements in a proportionate way

**Communication, IT and Performance Management**

1. Be a point of contact for applicants, tenants, leaseholders and other customers
2. Build and maintain good working relationships with internal and external contacts
3. Assist with data collection and reporting to inform performance management, policy and financial planning and to meet statutory requirements
4. Comply with and, as appropriate, contribute to the development and review of policies and procedures
5. Work with the IT service and other members of the Team to keep up to date all IT systems relating to RTB and leasehold management
6. Support and follow the Council’s Equality and Diversity and Health and Safety Policies
7. Work to enhance the Council’s reputation for tenancy and leasehold management
8. Carry out any other duties commensurate with the role.

**DATE LAST UPDATED:** August 2014