

**JOB DESCRIPTION**

Post Title: Lettings Administrator

Responsible to: Lettings Manager

Responsible for: Student Staff (as applicable)

Summary of post: To be responsible for providing administrative support to enable the successful delivery of the Lettings processes and procedures, which include property viewings, management of the Guild housing portfolio as well as the delivery of wider administrative support for Lettings and related projects.

Hours of work: 35.5 hours per week

**DUTIES & RESPONSIBILITIES:**

1. To work with the Lettings Manager to enable the successful delivery of the Lettings processes and procedures.
2. To provide administrative support to ensure the successful implementation of Lettings practices across the service.
3. To plan, complete and report upon the quarterly inspections of managed properties, ensuring that landlords and tenants are aware of issues and that maintenance arrangements are in place as appropriate.
4. To assist the Lettings Manager in providing excellent customer service to students, landlords and other stakeholders at all times.
5. To assist the Lettings Manager in ensuring Lettings' policies and procedures are timely and fit for purpose, and that administrative records are accurate and kept up-to-date.
6. To oversee and plan the work of student staff including, recruitment, inductions, training, allocation of duties and feedback on performance.
7. To provide administrative support and advice where applicable, with regard to the administrative operation of the Lettings service.
8. To provide administrative support for the purpose of managing the Guild's portfolio of properties that may involve visiting properties to update inventories and take meter readings and photographs.
9. To provide administrative support where applicable to Lettings' activities including minute and note taking.

10. To be responsible for the maintenance and storage of all housing files and records, including contracts, viewings data, landlord correspondence and debtor records in accordance with the Data Protection Act.
11. To be responsible for collating both manual and systems records data, as well as wider research data, and using such data to inform reports such as monitoring.
12. To comply with all relevant legislation
13. To adhere to all relevant Guild policy with particular reference to staffing, health and safety, environmental and any relevant Guild Policy where it may impact upon your role
14. To undertake appropriate training and personal development as required for the role.
15. To support the work of the Lettings team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
16. Participate as a member of the Lettings, Support and Development Directorate and wider Guild staff team as applicable.
17. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
18. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

August 2017

**Person Specification: Lettings Administrator**

	You must be able to demonstrate in your application that you have;	Essential	Desirable
<b>QUALIFICATIONS</b>			
1	Good general education, to A-level or beyond, including Maths and English at least to GCSE or equivalent	✓	
<b>KNOWLEDGE AND EXPERIENCE</b>			
2	Experience of working within an administrative role with responsibility for developing administrative systems	✓	
3	Knowledge of the student housing market		✓
4	Experience of coordinating and/or delivering projects	✓	
5	Experience of successfully working with a range of stakeholders	✓	
6	Experience of maintaining administrative records and related documents	✓	
7	Experience of marketing and/or delivering events	✓	
<b>SKILLS AND ABILITIES</b>			
8	Ability to present information clearly and concisely in writing or verbally	✓	
9	Ability to communicate well with all levels of staff, and a range of stakeholders	✓	
10	An understanding of confidentiality and the Data Protection Act	✓	
11	Ability to work using own initiative	✓	
12	Ability to support and develop others	✓	
13	Ability to understand customer care both internally and externally	✓	
14	Computer literacy (standard office software including spreadsheets) and keyboard skills	✓	
15	Ability to use relevant and up to date social media	✓	
<b>PERSONAL QUALITIES</b>			
16	Understanding of and a commitment to Equality of Opportunity	✓	
17	Team focussed approach	✓	
18	Self-motivated	✓	
19	Flexible	✓	
20	Committed to continuously improving service delivery	✓	
21	Customer focus	✓	
22	Persistent & able to persuade others to meet your deadlines	✓	
23	Attention to detail	✓	