

JOB PACK

Lettings & Tenancy Officer

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the Northwest and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave, training/development opportunities and much more. Please check out benefits page on website for more information.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

Neighbourhood Department - Lettings and Tenancy Management

The team is responsible for the allocation and letting of new and existing properties; carrying out pre-tenancy checks to ensure the creation of sustainable tenancies, working with key stake holders to meet housing need in the areas we operate, providing a transparent, fair and consistent service, and maintaining high levels of customer service.

The team is also responsible for the operation of an efficient tenancy management service for all our residents and accurate record keeping.

Role Summary

As a Lettings & Tenancy Officer, you will be responsible for providing an efficient tenancy management service for a defined area and you will take ownership of the lettings of any void or new build property within this patch.

You will strive to meet performance targets and provide good customer service to our current and perspective residents. You will work alongside other departments to ensure the creation of sustainable tenancies through a thorough allocations process and within agreed policies and procedures.

The role will include the case management of tenancy changes, tenancy fraud, decants, pre-offer interviews and associated checks, viewings, sign ups, property inspections and well-organised record keeping.

Responsible to: Lettings and Tenancy Manager - Jigsaw Homes North

MAIN TASKS OR ACTIVITIES

1. To interview prospective tenants with a view to identifying a suitable allocation for each letting ensuring appropriate checks are done.
2. Conducting multiple viewings where necessary to identify the most appropriate applicant with housing need in line with the allocations & lettings policy.
3. Utilising relevant Choice Based Lettings service, to make appropriate let and ensure regulatory requirements are met in terms of nominations % for relevant area.
4. To carry out pre-termination inspections, to identify and action any housing related debt.
5. To work closely with the allocations staff on allocations and to work with our marketing department to help make our homes high demand.
6. To take ownership and responsibility for the letting of the property from notice to keys in, to letting with a view to minimizing void rent loss.
7. Conduct interviews with tenants who request tenancy changes in relation to joint to sole where there is a legal obligation to do so.
8. To attend eviction where required and enforce tenancy possession in conjunction with an assigned bailiff and arrange for any possessions to be removed in a legal and timely way in conjunction with the outgoing tenant.
9. To liaise with the Planned Maintenance department and Disrepair team to arrange suitable decants when tenants cannot stay in their property.

10. To maintain necessary records to ensure that all information is accurately recorded in relation to all elements of lettings & tenancy management.
11. Carry out pre-terminations inspections and ensure legal requirements are met in relation to mutual exchanges.
12. To inspect properties and manage appropriately any suspected abandonments of tenancies.
13. Provide written rehousing case reports as required, as well as assisting in responses to formal enquiries and complaints as necessary.
14. Attend Handovers with maintenance / development for dwellings handed over from works (where required)
15. Work closely with other departments minimise void rent loss and ensure customer satisfaction is high.
16. Ensure that appropriate levels of rent are charges including affordable / social and accurate service charges are used for all new lets.
17. All other duties commensurate with position as instructed by the Lettings and Tenancy Manager, Head of Lettings and Tenancy Management, Assistant Director of Neighbourhoods, Operations Director (Neighbourhoods), Group Director Neighbourhoods and Support or Chief Executive consummate with this position.
18. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
19. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
20. Carry out any reasonable duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors.

Candidate Requirements

Candidate Requirements:

- Good standard of general education with 4 GCSE's at Grade C or above (or equivalent), including English and Maths.
- Experience of social housing and/or lettings & allocations.
- Ability to maintain accurate and up to date information records and reports.
- Ability and experience of working with IT housing management systems.
- Able to work on own initiative and highly organised with good communication skills
- Full, valid UK driving licence and willingness to travel as part of the role.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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