

Recruitment Pack

# Lettings Officer

Bromsgrove District Housing Trust

Building excellent communities with passion and pride.

# Contents

Letter to Applicant	Page 3
About <b>bdht</b>	Page 4
Our Vision, Mission and Values	Page 5
Benefits	Page 6
Role Profile	Page 7
Person Profile	Page 10

# Letter to Applicant

November 2019

Dear Applicant

**Re: Application Pack – Lettings Officer**

At **bdht**, we are proud of our staff and take great care to select the best. Successful applicants are given every encouragement to develop and grow within the business.

We now need someone proactive and dynamic to work in an exciting area of our business. You'll need imagination and ability to adapt. For us, your attitude is just as important as your skills.

If you think you're the person we are looking for, please spend some time and thought completing the online application form and submit it by **9am Monday 16th December 2019**.

Interviews will be held on **Thursday 9th January 2020**.

If you have any queries, please contact Hannah Ford, HR Officer, on **01527 557549**.

Yours sincerely,

Mark Robertson  
Chief Executive

# About bdht

**bdht** is an affordable housing landlord based in Bromsgrove in the West Midlands. The organisation owns and manages over 4,000 dwellings, which are comprised of social rent, market rent, shared ownership and specialist accommodation for those with different needs. **bdht** also manages homelessness under contract on behalf of the Local Authority. We are a strong, well-respected and financially viable independent business.

We have an important role within the communities of Bromsgrove and the surrounding areas and we are strongly committed to remaining independent. The organisation was created in April 2004 when it purchased the original stock from Bromsgrove District Council. Since that time **bdht** has been very active in building new homes, increasing the total stock by over 10% in the last five years, providing more affordable housing solutions for people in need.

The business is registered as a charity and operates on a not-for-profit basis, but is first and foremost a commercial business, albeit one that focuses upon social outcomes.

**bdht** employs 139 people and is dedicated to providing excellent services through being a committed learning organisation. Most of our middle and senior leaders have been developed within the business and we have a major commitment to identifying transferable skills within our employees and creating opportunities for individuals to grow.

**bdht** is a people based organisation. In the 2018 'Great Places to Work' survey, 95% of staff say we're a "great place to work". We are a serious, happy, hard-working business that thinks it's essential to have fun. We believe in our staff, and actively support them based upon three core themes: 'Look after yourself', 'Look after your colleagues' and 'Look after the business'. We strongly support the concept of the individual, their growth, development and well-being.

We are a good employer who pays fairly and has excellent terms and conditions. But above all we absolutely recognise that good performance is linked to happy staff, so we actively encourage fun and expect that it is part of the normal working day.

# Our Vision, Mission & Values

## Our Vision

“Imagine an organisation that believes in the importance of community, where everyone is treated as an individual, valued and respect. Where differences are celebrated and personal responsibility in combined achievement is very important. Where staff strive to provide the highest quality of service with energy, pride enjoyment and a sense of humour.”

## Our Mission

“Building excellent communities with passion and pride.”

## Our Values

At the core of **bdht** is a set of values that were arrived at by the staff and to which we all aspire. A series of presentations and team meetings were held in which the staff put forward and discussed the values that were important to them. The proposed new values were then taken to the main Board where they were wholeheartedly endorsed. As a result, all staff and Board members live the following values:

<b>Caring</b>	“To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”
<b>Enabling</b>	“To enable our customers to access and choose services wherever possible and empower the Trust’s employees to deliver high standards of customer service”
<b>Honesty</b>	“To only promise services to customers that we can reliably deliver and be an employer who is trustworthy and acts with integrity”
<b>Positive</b>	“To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”
<b>Fair</b>	“To deliver a consistently excellent service to all customers and to always be fair in the day-to-day support of the Trust’s employees”

# Benefits

- ✓ Salary is **£25,885.89** per annum
- ✓ 37 hours per week
- ✓ 30 days annual leave plus bank holidays
- ✓ Discounts at a variety of retailers
- ✓ Cashback Health Scheme
- ✓ Employee Assistance Programme
- ✓ Pension Scheme (details below)
- ✓ Holiday Buy and Sell Scheme
- ✓ Reward Statements
- ✓ Free Parking
- ✓ Essential User Car Allowance

**bdht** offers a Defined Contribution pension, administered by the Social Housing Pension Scheme. Initial contribution rates, at auto enrolment, are at 2% with the possibility to increase contributions thereafter as follows:

Member pays	bdht pays
3%	5%
4%	6%
5%	7%
6%	8%

Life insurance is also available to members of the pension scheme. Life cover of three times your earnings is provided as part of your membership of SHPS DC.

# Role Profile

<b>Job title</b>	Lettings Officer
<b>Responsible to</b>	Lettings Manager
<b>Responsible for</b>	Not Applicable
<b>Vision</b>	'To build excellent communities with passion and pride'
<b>Purpose</b>	To contribute to the attainment of excellence performance and customer satisfaction by providing a first class allocation of property service to ensure the delivery of our business objectives.

# Role Profile

## Key Achievement Areas:

- ✓ Letting of all new build properties and re-let properties owned or managed by the Trust in line with both Choice Based Lettings and **bdht** Allocation Policies.
- ✓ Short listing of applicants resulting from the local authority allocations schemes.
- ✓ Assist in the management and allocation of privately rented accommodation owned by **bdht**.
- ✓ Delivering excellent customer service by communicating with customers throughout the lettings process.
- ✓ Work with the Void repairs team to ensure that properties are re-let in line with current targets.
- ✓ Management and process of Mutual Exchange requests, change of tenancies, Assignments and successions.
- ✓ Dealing with accompanied viewings, sign ups, pre-tenancy advice and support through the Ready Set Go process.
- ✓ To create and process tenancy agreements and associated paperwork and QL actions.
- ✓ Work closely with other teams within **bdht** to ensure appropriate lettings are made to those with high housing need.

# Role Profile

## Key Achievement Areas:

- ✓ Work closely with the Incomes Team and budgeting coaches to ensure the effective management of customers rent accounts.
- ✓ Maintaining and updating IT systems.
- ✓ To take responsibility for any ad-hoc Lettings projects such as the formulation of policies and procedures.
- ✓ Ensure that policies and procedures are adhered to and take responsibility for the appropriate day to day delivery of quality services to our customers.

# Person Profile

Skills and Experience - Education	Essential	Desirable
Usage of IT based systems and Microsoft Office	✓	
Good interpersonal skills	✓	

Skills and Experience - Experience/Knowledge	Essential	Desirable
A working knowledge and commitment to appreciation of a diverse customer base and equal opportunities legislation	✓	
Ability to work under pressure to deadlines	✓	
Demonstrable experience of working in a customer facing role	✓	
Knowledge and experience of the letting of properties	✓	
Demonstrable experience of working within the housing sector and knowledge of housing law and practice		✓
Have a full driving licence and access to own transport	✓	
Must be able to demonstrate <b>bdht</b> values	✓	

# Person Profile

Competency	Behaviours
Technical skills	Proven ability to understand and operate within the technical requirements of both the role and the customers.
Commercial and Financial Awareness	Recognising what role own job has to play within the wider organisation, understanding the impact of actions upon the wider business.
Customer Excellence and Quality Focus	Demonstrating a commitment to Customer Service in all activities and ensuring that quality standards are met and acted upon.
Achievement Orientation	Evidencing ability and a desire to achieve both work and personal objectives.
Critical Thinking Skills	Utilising problem solving tools and techniques, looking at all the options and seeking to identify solutions. Demonstrating accuracy and detail consciousness in task completion.
Planning and Organising	Prioritising and planning in order to meet own and others objectives, organising self to ensure service levels are met.
Communication	Consistently able to communicate appropriately and effectively at all levels in order to meet customer needs.

# General Information

## Personal development

We will offer opportunities for staff to develop and expand their knowledge and skills, it is intended that this will sit within a framework that assists individuals with ongoing personal and career development.

## General

No job description can cover every issue which may arise within the post at various times and the jobholder is expected to carry out duties commensurate with the role from time to time.

Possession of a current valid driving licence and appropriately insured transport is a requirement for the post.

**This post requires that the job holder is subject to a DBS check at a basic level.**

For the purpose of travel and expenses, this role will receive the following mileage rate:

Casual	Essential User Car Allowance
	✓

Mileage Rate / Car Allowance			
Essential Users	451 - 999cc	1000 - 1199cc	1200 - 1450cc
Lump sum per annum	£702	£792	£1,023
Per mile first 8,500	31.4p	33.8p	42.4p
Per mile after 8,500	12.1p	12.0p	14.3p