



Creating great homes together

Role Profile

Position

Home Moves Co-Ordinator

Reporting to

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- A fast paced, agile and highly collaborative environment.
- First class training & support to learn new skills that will set you apart.
- Encouragement and support to try new approaches and new ways of getting things done.
- Working with talented and ambitious colleagues and a great team.
- Being at the front end of a great colleague experience.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Being passionate about providing a great customer experience.
- Working at pace without compromising on quality.
- Being flexible to meet the needs of customers and colleagues.
- Prioritising and multi-tasking.
- Being a great communicator.
- Collaboration across multi-disciplinary teams.

What you take care of

- To let quality existing and newly developed homes to new and existing customers.
- To ensure the right customer is in the right home for them at the right time.
- Letting homes in line with customer service standards and relevant business policies and processes.
- Collaborating with colleagues in the empty homes and community teams to ensure efficiency in the empty homes process and a great customer experience.
- Work with local authorities, registered partner's and other stakeholders to achieve efficiency in the letting of Magna's homes.
- Maintaining accurate records and ensuring customer data is 100% accurate.

What you need to be successful

- Experience working in lettings is desirable.
- Great customer service skills.
- Strong prioritisation and time management skills.
- Able to work on own initiative.
- Excellent IT skills.
- Great communication skills.
- Able to deliver against targets without compromising customer experience.
- Ability to drive and willingness to travel as on occasion you may have to cover viewings and visit homes and new developments.

Qualifications required

Applicants with transferrable skills are encouraged to apply.