

Role Profile

Position

Lettings Manager

Reporting to

Housing Services Manager

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.

- 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

- To lead and manage the lettings and home moves teams in order provide a comprehensive, effective and professional services across Magna.

What you take care of

- To keep up to date with government policy and changes in the law and work with the Housing Services Manager to ensure Magna's policies and procedures comply with the law and relevant regulations.
- Lettings dwellings, ensuring that existing properties and re-lets are within target times
- To keep procedures up to date and ensure that Magna's lettings comply with the policies, procedures, legal requirements, sections 106 agreements, local lettings plans, transfer agreements and service level agreements.
- To ensure that the home moves service is accessible for tenants needing assistance to downsize and move to accommodation more suitable for their needs
- To ensure that the service is promoted effectively
- To ensure that the home moves advisors provide appropriate advice and assistance and all relevant options are explored to assist tenants wanting to downsize, making the best use of resources available
- To ensure that targets monitored and reported on as require.
- To recruit, manage and motivate staff, ensuring that they are appropriately trained and that their performance is robustly managed. Ensure any gaps in knowledge are spotted early and appropriate training and/or support is given
- To ensure service delivery and standards are effective, professional and consistent across Magna
- To deal swiftly, consistently and appropriately with performance concerns and attendance management deal with any disciplinary or grievance matters in accordance with Magna's Policies
- To maintain appropriate staff records and other personnel information
- To carry our regular and timely performance reviews
- To ensure effective teamwork with the team and with other teams and good channels of communication.
- To ensure the performance of staff is regularly appraised, objectives are set and monitored and that 1:1s are recorded appropriately
- To ensure the staff are familiar with all relevant Magna policies, procedures and service standards and that they are adhered to/complied with. Provide guidance and support to staff within the team and ensure procedures and forms are regularly reviewed and updated
- To carry out compliance checks in accordance with Magna's compliance procedures and deal with issues or concerns appropriately and in a timely manner
- To ensure that tasks within the team are appropriately risk assessed and that actions and training necessary to mitigate identified risks are carried out as necessary.
- To ensure staff have the necessary resources to provide the service

What you need to be successful

- Minimum of three years' experience working at lettings officer or equivalent level in either a local authority or housing association.
- Experience of supervising or managing staff, preferably in a housing-related field.
- Experience of working to targets.
- Experience of working to deadlines.

- Experience of managing performance and dealing with performance concerns.
- Experience of working with choice-based lettings scheme.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Approved: