



Creating great homes together

Role Profile

Position

Lettings Officer

Reporting to

Lettings 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 provide a high-quality lettings service across Magna ensuring that our empty properties are let efficiently.

What you take care of

- To let our existing properties within target times and policies and procedures.
- To visit tenants or next of kin and executors wishing to end a tenancy to carry out a pre-termination inspection of the property and ensure that all relevant paperwork is completed to terminate the tenancy legally
- Liaise with maintenance services to ensure that they have all information necessary to start to void process on termination of the tenancy and be informed of hand back dates
- Ensure that properties are effectively marketed by being advertised on the relevant Choice Based Lettings system and that all the information is correct considering property description, any adaptations, local lettings plans or section 106 agreements
- Create accurate shortlists at the end of the bidding cycle and carry out detailed assessments of shortlisted applicants to ensure that they are an appropriate match for the property that they have applied for.
- Carry out comprehensive pre-tenancy checks for successful applicants prior to an offer being made to ensure that the tenancy will be affordable, sustainable and will be in line with Magna's charitable status prior to making a formal offer.
- Arrange and accompany prospective tenants to property viewings and liaise with sheltered housing staff to ensure that they carry out viewings and assessments of applicants for sheltered housing properties.
- Prepare tenancy agreements and sign-up packs ensuring that all legal requirements and appropriate certificates and reports are available before the sign-up process takes place.
- Liaise with Housing Officers and Sheltered Housing Officers and arrange appointments for them to sign up new tenants.
- Liaise with the Development Team to ensure new developments are advertised and applicants are selected and ready to sign up on handover of the properties to prevent void loss.
- To liaise with local authorities, RP's and other stakeholders as required.
- To work closely with Tenancy Management, Income Management, Community Support Services, Maintenance and Development teams to provide a comprehensive service to Magna's current, potential, new and former residents.
- To ensure void rental loss and rechargeable works are kept to a minimum.
- To be aware of and adhere to all relevant financial procedures and regulations of Magna.

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 working with choice-based lettings systems and local authority partners
- Experience of working to targets.
- Experience of working to deadlines.
- Experience of working on your own initiative and managing your own caseload.
- Excellent IT skills including Microsoft word, Excel and Outlook.
- A good working knowledge of housing law relating to tenancy issues.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Approved: