Trust in Fife

 Taking positive steps to assist vulnerable and homeless people in Fife

**Job Description and Person Specification**

**LETTINGS OFFICER**

**(Fife Private Rental Solutions)**

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| **Remit**  |
| To perform a flexible role in accordance with the strategy of Trust in Fife (to be referred to as ‘the organisation’) and, to provide a Fife-wide community focused service.  The Letting Offer with undertake all aspects of letting agency work. Their expertise ensures legal compliance, efficient property management, conflict resolution, handling marketing, rent collection, and maintenance. As part of the Private Rented Sector (PRS) advice hub the Letting Officer will provide information and assistance to landlords regarding compliance with legislation and best practice when managing rental property.Involvement with our prevention services will also be required to assist with sustainability in the PRS.  |

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| **Accountable to:**  | Senior Housing Consultant |
| **Responsibility for staff:**  | None  |

*The FPRS Letting Officer must carry out their duties with full regard to Trust in Fife’s Equal Opportunities Policy.*

**Personal Qualities**

The organisation is looking for an individual who can carry out all tasks with a high level of professionalism and will exercise reasonable care, skill, and diligence in all aspects of their work, with the expectation that the individual will always act in the best interests of the organisation.

The individual should be flexible and able to adapt to changes related to service requirements, use personal autonomy whilst still working as part of a team, be honest and trustworthy, show empathy, and have excellent communication skills.

It is imperative that the individual works in a non-judgmental and sensitive way, understanding and promoting the needs of the client, regardless of gender, race, ethnicity, religion, disability, sexual orientation, and lifestyle.

**JOB DESCRIPTION**

# Main Duties

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| ▪  | Letting Agency:* Dealing with and recording property enquiries.
* Providing landlords with advice and guidance.
* Rent collection for managed properties.
* Carrying out property inspections.
* Arranging and overseeing maintenance and repairing of properties.
* Carrying out paperwork in relation to the creation and ending of tenancies.
* Researching grant funding opportunities with the PRS.

Teamwork:* Work with colleagues on rent resolution and prevention of homelessness cases.
* Providing general PRS advice and guidance to all who require this.
* Share positive feedback, successes, and external training to enhance the service.
* Promote cross team, letting agency and interagency working to benefit clients/landlords within the community.
* Abide by GDPR, letting agency code of conduct and the organisation’s Policies & Procedures.

Administration:* Carry out all administration tasks relating to letting agency work.
* Carry out referrals to external agencies for additional support needs such as; suitable accommodation, medical need, mental health, addiction, social inclusion.
* Log all interactions with clients and landlords using the organisation’s case management systems.
* Assist colleagues with the creation of sustainability reports, customer feedback, and annual report.
* Providing statistical information as and when required.
* Abide by GDPR, letting agency code of conduct and the organisation’s Policies & Procedures.
* Create and issuing of landlord information bulletins.

Learning and Development:* Participate in continuous professional development.
* Take part in support and supervision meetings with line manager.
* Participate in team meetings, external meetings and in-house training sessions.
* Research and keep up to date with PRS legislation.
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**Contingencies**

It is in the nature of the work of the Trust that tasks and responsibilities are, in many circumstances, unpredictable and varied.  The Letting Officer is expected to work flexibly in the best interests of the Trust when tasks, which are not specifically identified in this document, have to be undertaken.  These additional duties will, normally, be compatible with the regular type of work.  In consultation with the Senior Housing Consultant, should additional responsibilities or tasks become a fundamental part of their job, these will be added to this job description.

**Person Specification – Lettings Officer**

## Introduction

This person specification has been drafted to provide a clear and consistent method of selecting candidates for this post. It identifies the key skills, abilities and attributes which a successful applicant will demonstrate. Candidates applying for this post will need to demonstrate they possess the required knowledge and have experience of successfully applying their skills.

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| **Attribute**  | **Essential**  | **Desirable**  |
| **Education / Qualifications****(Application form)** | A good level of literacy and numeracy demonstrated by education to a higher Level or equivalent Willingness to undertake continual professional development | SVQIII Housing Letting Agency Qualification SCQF level 6 or above  |
| **Experience****(Application form and interview)** | Experience of working in a letting’s environment  | Knowledge and understanding of housing and homelessness in Scotland Knowledge of SME Professional or similar letting program. Knowledge of deposit guarantee Schemes A working knowledge of Housing Benefit and DWP  |
| **Knowledge** **(Application form and interview)** | Ability to adapt quickly within a multi-faceted role  Ability to communicate on appropriate levels with a variety of individuals and agencies  Good organisational and administrative skills  Ability to prioritise and organise workload and to work on own initiative, with minimum supervision, as well as within a team.  | Knowledge and experience of using Microsoft Office software  |
| **Skills****(Application form and interview)** | A commitment to the policies and procedures in place within the organisation  Commitment to the aims of the organisation and interorganisational communication Willingness to travel and work from, and along with, other agencies  |   |
| **Personal Circumstances****(Application)** | Appropriate Disclosure Scotland return  Willingness to participate in an on call service. Full driving licence  |   |