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| **Role title** | Lettings Team Administrator - PRS | **Date** | March 2021 | |
| **Reports to Title** | Lettings Team Manager | **Version** |  | |
| **DBS Disclosure Required:** | **No** | | | |
| **Responsibility for End Results** | | | | |
| Purpose  To provide relevant administrative support to the Lettings Team (PRS), typically including acting as the first point of contact for internal and external customers and other stakeholders. | | | | |
| **Key Responsibilities / Deliverables:** | | | | |
| **Main Accountabilities:** List in order of priority, the major activities, or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | ***Time***  ***(%)*** |
| Contribute to the team’s achievement of its objectives, whilst operating in line with the L&Q values and delivering excellent customer service. Undertakes a range of administrative duties and business processes including but not limited to maintaining databases and department records, acting as first point of contact for enquiries, responding to email enquiries, distributing leads, maintaining online property adverts, assisting lettings negotiators with file progression, handling purchase order requests, minute taking. | | | |  |
| Ensure own performance contributes towards team objectives and key performance indicators. | | | |  |
| Work collaboratively with other team members and departments within the trust such as Property Management, Finance, Marketing and Development. The role must handle queries to a clearly defined level or effectively refer to the relevant person. | | | |  |
| Work collaboratively with key stakeholders and partners. Be the first point of contact for with the Trust for residents and other external parties and effectively resolve or refer queries following well defined procedures and policies. | | | |  |
| No direct budget responsibility. | | | |  |
| Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions. | | | |  |
| Maintain the necessary relevant Trust records and systems. | | | |  |
| Manage risks associated with areas under the jobholder’s control. | | | |  |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | |
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| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | |
|  | | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities: | | | | |
| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/skills required to successfully perform the job role; including professional qualifications | | | |
| Able to demonstrate strong administrative experiences, gained in fast paced working environments – **Essential** | Experience in a Lettings or Property Environment - **Desirable** | | |
| Able to demonstrate strong organisational and planning skills - **Essential** | MS Office suite experience - **Essential** | | |
| Good communication skills essential, able to work collaboratively within a team interacting with internal and external customers stakeholders at all levels - **Essential** | Great attention to detail and data input skills - **Essential** | | |
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| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination, and enthusiasm | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |