

Appointment of Lettings Assistant

Highland Housing Alliance

Job Description

POST:	Lettings Assistant
RESPONSIBLE TO:	Chief Executive Officer & Marketing and Lettings Officer
RESPONSIBLE FOR:	Assisting with the marketing, sales and lettings of existing stock as well as assisting with the management and maintenance of all stock
LOCATION:	Inverness
HOURS:	Full time
SALARY:	£18,000

BACKGROUND

The Highland Housing Alliance (HHA) is an innovative development company set up by the Highland Council and other partners, in order to assist with the provision of housing in the Highlands.

JOB PURPOSE

To assist and support the Marketing & Lettings Officer to ensure an efficient and approachable service is provided for all customers & service providers to achieve sales, income and performance targets.

To assist with – property inspections; the allocation of properties; maintaining rental records; overseeing all aspects of the rental period including management and maintenance.

KEY ACTIVITIES

- To assist the Marketing & Lettings Officer in all processes relating to the effective letting of all stock
- Assist with the organisation of mailing and waiting lists for specific sites and properties, including handling telephone enquiries, taking details and entering information on a database
- Recording all rentals received
- Gathering information for tenant packs in relation to properties and sites, including floor plans and site layouts
- Mailing out information packs to people on the waiting lists
- Handling enquiries re specific properties and sites, and answering queries from prospective tenants
- Assisting with administering reservation forms and taking deposits. Liaising with solicitors and chasing the legal process for each rental to ensure efficient arrangements and ensuring that rents and deposits have been received
- Arranging for repairs during tenancy and post tenancy including assisting the effective running of our in house management & maintenance service
- Assisting with the implementation of the planned maintenance programme
- Reporting snagging/ defects items to the contractor notified to HHA by the tenant/ owner
- Conducting viewings of any properties as required and arranging for keys to be handed over on rentals and for any pre rental visits.
- To provide cover when the Marketing & Lettings Officer is on annual leave

- To update websites and social media
- Any other tasks in connection with the Post as directed and any other tasks as required within the office

Skills required

- The post holder should be able to deal with members of the public in an efficient and friendly manner, and provide a service to prospective and existing tenants.
- To be able to work as part of a small team, with good time management skills
- They should be able to handle information in an organised and competent way.
- They should have a good telephone manner, be experienced in the use of Excel spreadsheets and Word and be able to work under pressure and to deadlines.
- A current full driving licence and own transport is essential
- A knowledge of the house rental process in Scotland would be useful but not essential

