

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Housing and Safer Communities POSTHOLDER

SECTION Repairs and Investment GRADE S02

POST DESIGNATION (TITLE) Senior Viewings Officer

Purpose of Job:

To be responsible to Viewings Manager for:

- i) To be the key contact for the Repairs and Maintenance service Viewings Process.
- ii) To ensure that pre-vacant inspections are carried out as part of the letting process.
Also, ensure that any repairs or alternations identified are recorded, tracked and monitored to maximize income.
- iii) To implement new processes and ways of working to measure and manage income for recharges.

Main Duties:

- 1) To assist the Lettings Manager with strategic advice on improving the Lettings process.
- 2) To provide specialist, high-level, technical advice, and guidance to senior managers, where missed opportunities to collect revenue through the voids process is missed.
- 3) Identify, assess, and manage potential risks for fraud in the lettings process in accordance with the risk management framework and policies.
- 4) To lead and develop all aspect of pre vacation inspections, ensuring that tenants are aware of their responsibility to reinstate the property to a reasonable standard, thus reducing the cost of void repairs.
- 5) To support colleagues from other teams to identify and complete follow up remedial repairs where they are the lead (Specifying Officer, Voids Manager and Tenancy (including the completion of repairs where identified).
- 6) To work closely with the Lettings Technical Administration Team ensuring that residents and colleagues are advised of appointments.

- 7) To supervisor Letting Technical Administrators to ensure that prospective tenants are contacted prior to view dates and informed of scheduled appointments accordingly.
- 8) To carry out both pre-vacation and lettings inspections using the council's lettable standards to establish the property conditions and take or recommend necessary repairs to ensure maximum 'take up of properties' at lettings stage.
- 9) While conducting inspections at pre-vacation stage to collate accurate records of visits, advising of repairs required by tenant and confirmation of recharges for items for which the council identify.
- 10) Under the guidance of the Viewings Manager, ensure that the Lettings packs are reviewed and have up to date information in accordance with policy, processes, and legislation.
- 11) To support residents in preparing to move into their new home and/or move out of their existing home (e.g. How to use equipment, taking meter readings, stop cocks, clearing of bulky waste and any associated items).
- 12) Liaise with other council services, departments, and external organisations to ensure that viewings and pre- vacations appointments are made and kept and residents informed of those appointments.
- 13) To support colleagues from other teams to identify and complete follow up remedial actions where they are the lead (including the completion of repairs where identified).
- 14) Contribute to the development and delivery of new initiatives (including virtual viewings) to encourage and facilitate the lettings of empty properties swiftly.
- 15) To contribute to specific project in relation to the impact of properties remaining empty—voids and lettings process.
- 16) To research and gain experience from other local authorities/ housing associations on best practice in viewings.
- 17) To provide regular reports to the Viewings Manager and Head of Customer Experience on performance and associated data – including appointment missed or completed.
- 18) Reporting to the Lettings Manager themes and repeated issues arising from Lettings and allocations, so that learning can take place across services.
- 19) Feeding back into the Voids focus group, ensuring any recommendations for improvements are carried out and a report is provided to the Head of Service.
- 20) To support colleagues from other teams to identify and complete follow up remedial actions where they are the lead (including the completion of repairs where identified.)

- 21) To use supporting systems such as Northgate, DRS, and any other systems in an accurate and timely way to enable effective and efficient service delivery for customers including capturing all customer contact.
- 22) To assist the Viewings Manager in responding to complaints, ensuring that investigation reports are factual and concise and address the concerns.
- 23) To use your initiative, knowledge, and judgement to assess and resolve problems including prompt escalation of complex cases to Lettings Manager as required.
- 24) To undertake ad-hoc tasks as identified by the Viewings Manager, Voids manager and Heads of service.
- 25) Safeguarding is everyone's responsibility, and all employees are required to act in such a way that always safeguards the health and well-being of children and vulnerable adults.
- 26) Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection/GDPR and health and safety policies and procedures.
- 27) Undertake any other duties commensurate with the general level of responsibility of this post.
- 28) To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Designation of the Post to which the Post-Holder normally reports to: Lettings Manager