



Your job

Job Title: Lettings Assistant

Service: Allocation & Accommodation

Grade: G4

Reporting to: Senior Lettings Officer

As a lettings assistant you will be part of a team of staff responsible for the efficient re-letting of the council's 22.5k public sector homes in line with Wigan Council's allocations policy.

The allocations team help to maximise choice for applicants and tenants applying for housing. We do this by offering a proactive, performance driven lettings service for the company.

You will provide advice and assistance to vulnerable applicants and tenants in relation to their housing situations. You will also work as part of a team to allocate properties to people from the Housing Register.

You will deliver allocations in line with the appropriate allocations process including any Local Lettings Policies and criteria restrictions ensuring that all homes are let in accordance with the policies of the company.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Build resilience and reduce dependency on services by having a different conversation which focuses on the strengths of our customers/individuals
- To respond to individuals enquiries from a range of customers/individuals.
- Liaise with a range of agencies and partners to arrange suitable solutions to housing issues based on the customer's requirements.
- Identify the most suitable tenants for our homes by investigating each applicant's circumstances in liaison with Officers, examining a range of sources, establish facts and where appropriate to gather information on relevant issues.
- To complete agency checks and recommend any action required.
- To monitor the progression of void properties on a daily basis and handle keys, liaising with contractors and other agencies when necessary to ensure that void properties are available to rent and are let in a timely manner.
- Signpost customers to appropriate service providers for additional information or advice.
- Regularly monitor and evaluate the processes through updating and maintaining accurate records and electronic filing systems.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- 3 GCSEs (A-C) including English Language and Mathematics or equivalent qualification which demonstrate literacy and numeracy.

- Excellent communication skills both verbal and written.
- The ability to gather information through a variety of sources and make recommendations to your Senior Officer.
- The ability to build positive working relationships with customers and professionals providing information which helps to determine the best course of action.
- Proven IT skills with experience of working with a range of software packages and databases.
- The ability to work on their own and as part of a team.
- Motivation and enthusiasm to learn new skills work flexibly and respond positively to change.
- Good interpersonal skills.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”