

Job Description

Job Title:	Allocations Advisor
Reporting to:	Marketing and Housing Options Team Leader
Accountable for:	N/A
Purpose:	To facilitate a customer focussed Housing Options and Allocations service to existing and future residents in compliance with the law and the regulatory requirements of a registered provider.

Duties and Responsibilities:

- Prepare and create accurate and appealing adverts for Aspire Choice Based Lettings Scheme and any other Local Authority scheme that Aspire has nomination arrangements with.
- Carry out thorough verification checks and affordability calculations on applications for housing, ensuring that Housing Legislation and guidance is followed.
- Take a proactive approach in the allocation process, ensuring that adverts and offers are progressed in a quality and timely manner in order to minimise the turnover time of voids and to maximise rental income.
- Ensure that all properties are allocated according to the latest policies and procedures.
- Deal with customer and colleague enquiries through all access channels in relation to the Allocations Policy and the advertising and offer process, providing the necessary support and advice.
- Work closely with internal teams including Neighbourhood Services, Aspire Response, Income Management and Property Services to ensure a strong partnership approach to deliver an effective end to end service.
- Provide and monitor nominations for all properties advertised through various Local Authority Lettings Schemes.
- Promote innovative methods to publicise the availability of Aspire's empty homes working closely with the Marketing and Housing Options Team Leader on any marketing strategies and general communications with customers in respect of Aspire's Choice Based Lettings Scheme
- Ensure the allocation of properties contributes to building sustainable and mixed communities.

- Manage and protect customer information, including sensitive financial information, in accordance with relevant legislation.
- Provide sign up cover for the Neighbourhood Team at times when reduced resources or an increase in re-lets may jeopardise speedy tenancy commencement dates.
- Provide information and update regular reports and statistics as requested by the Marketing and Housing Options Team Leader.
- Maintain all recording systems, performance statistics and information relevant to the services as directed by the Team Leaders.
- Participate and attend project meetings and training sessions to improve the Allocations Service, working with the Team Leaders to identify training gaps.
- Fully engage in on-going assessment of personal and team performance.
- Attend customer focus groups, service improvement teams and customer events as required sometimes out of normal working hours.

General Obligations – All employees:

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with, the Group's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting the Group to its tenants, clients and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (*as appropriate to role*).
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's absolute discretion in the future.

As a general term of employment, the Group may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within the Group.