**Yorkshire Housing Role Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job title:** | New Customer Administrator | **Leader of others:** | No |
| **Reports to:** | New Customer Coordinator | **Contract type:** | Agile Homeworking |
| **Business Area** | Customer Experience | **Budget holder?** | No |

|  |
| --- |
| **Job purpose** |
| It's an exciting time for our customers when they get offered a new home and we want to ensure that they have a great experience at YH. You will play a key part in that delivering that experience and be responsible for providing a seamless, customer obsessed service to our new customers looking for a home with Yorkshire Housing.  Working collaboratively with customers and colleagues across YH including the Empty Homes, Income and New Customer Teams you will ensure that customers have the right information at the right time to ensure they start their tenancy in the right way. |

|  |
| --- |
| **Key responsibilities** |
| * Deliver a single point of contact, customer obsessed service for new customers offered a home with Yorkshire Housing including obtaining Shortlists and Nominations from Local Authorities or other advertising platforms. * Ensure that properties are offered to customer’s in line with the Yorkshire Housing Allocation and Lettings policy. * Liaise with customers and book appointments for Home Visits, Sign Ups and Viewings for the New Customer Advisors * Carry out all tasks within the timescales to ensure homes are let with minimal rent loss, whilst always ensuring quality and accuracy. * Focus is on sustainability of the new customer to ensure the right people are   matched to the right homes, considering affordability and support needs.   * Work with the Development Team to plan for future handovers, to ensure new customers are ready to move in when they handed over. * Use lettings incentives where necessary to get the right customer for the right   property and to encourage earlier move in dates.   * Identify any support needs prior to tenancy commencement and refer to the Customer Success Advisor when required. * Work closely with the repairs team to ensure we can house customers in a timely manner * Collaborative working throughout the New Customer team and other teams within YH to ensure properties are let within timescales. * To keep records up to date to show our compliance to lettings agreements and to complete periodic statistical returns for Local Authorities. * Will collate and report on performance information to ensure we are making offers of homes to customers within a robust performance management framework. * Will also be responsible for reporting on performance information to their managers as you will be accountable for delivering on this to meet the Key performance Indicators around empty homes. * Liaising with statutory agencies including local authorities, support workers, carers social services, energy supplier, homelessness teams, domestic violence, probation services. |

|  |
| --- |
| **What you’ll bring to the role** |
| **The main things:** |
| * Passion to help customers and have a customer obsessed approach. * Ability to talk to people brilliantly and correspond with them effectively providing great customer service and outcomes. * Ability to think on your feet and have a solution focussed attitude. * You'll be IT and social media savvy * Be flexible and adaptable to meeting customer needs with great organisational skills * Able to work on own initiative, prioritise and manage workload * Excellent attention to detail and able to present written and numerical information accurately. * You will be driven to continuously improve the service and deliver on performance targets. * Personal values and approach that align with YH’s values. * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers. |
| **It would be a bonus if you have:** |
| * Negotiation skills and/or trained * Have an understanding of the White Paper and what it means to Yorkshire Housing. * Have social housing experience as well as the sub market tenures. |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |