**Yorkshire Housing Role Profile**

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| **Job title:** | End of Tenancy Administrator (Property Marketing) | **Leader of others:** | No |
| **Reports to:** | New Customer Manager | **Contract type:** | Agile-Homeworking |
| **Business Area** | Customer Service Delivery | **Budget holder?** | No |

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| **Job purpose** |
| We are super proud of our homes, and we want our adverts to reflect that. As an End of Tenancy Administrator focusing on Property Marketing, you will be responsible for our property adverts and liaising with local authorities to get the right people in them.  Working collaboratively with New Customer Advisors and colleagues across YH including the Empty Homes and Development Teams you will ensure that information provided at advert is accurate and up to date. |

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| **Key responsibilities** |
| * Ensuring information provided at advertisement is accurate and up to date. * Supporting the Property Marketing Officer’s workload and working on a priority basis * Reacting quickly to queries and requests from different areas of the business * Managing the tracker and using initiative to prioritise cases * Liaising with New Customer Administrators and Advisors to provide information regarding to specific properties * Use different advertising platforms such as Choice Based Lettings and Rightmove * Liaise with various Local Authorities regarding emergency housing cases * Providing knowledge of local areas and recommending suitable applicants * Handling sensitive lets and ensuring these get advertised with this in mind |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Passion to help customers and have a customer obsessed approach. * Time management and organisational skills * Ability to think on your feet and have a solution focused attitude. * IT and social media savvy * Creative writing * 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. * 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. |
| Nice to have |
| * Experience in Lettings within Social Housing, with a real empathy for the customer. * Experience with creative writing or advertising |
| **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. |