**Yorkshire Housing Role Profile**

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| **Job title:** | End of Tenancy Administrator | **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 don’t want people to leave our homes but when they do we want to provide a seamless customer focused service that helps them to move on successfully to the next chapter of their lives. As an end of tenancy administrator, you will play a key part in that and be responsible for coordinating the end of tenancy process to ensure customers receive a positive and professional experience, when leaving a YH home.  Working collaboratively with End of Tenancy advisors 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 leave their homes in the right way. |

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| **Key responsibilities** |
| * Ensuring all customers have a positive end of tenancy experience and supporting the End of Tenancy Advisors to provide our leaving customers with the best customer service. * Communicate with customers ensuring we understand the reasons they wish to leave our homes, so we can review and make changes when and where appropriate. * Speak to the outgoing customers or next of kin to ensure nothing in left in the home on exit and liaising with Local Authority partners where there is not a Next of Kin whilst showing empathy in difficult situations. * Manage digital access points including new webform process and create new termination cases. * Manage the text messaging service to communicate proactively with customers. * Liaise with customers who wish to retract their notice, whilst also speaking to income. * Work collaboratively with the income and repairs team regarding with the rent account including unprotecting bonds, rent credits, holding fees and any outstanding repairs. * Communicate the weekly notices via email to other teams within the business. * Manage the end of tenancy pre-term appointments diary and track the key safe journey. * Work with Tenancy Enforcement and Tenancy Management colleagues on abandoned homes and where there have been evictions. * Support the property marketing team with advertising and field queries from the New Customer Administrators and New Customer Advisors * Will also be responsible for reporting on performance information to their manager * Liaising with statutory agencies including local authorities, support workers, carers social services, energy supplier, homelessness teams, domestic violence, probation services. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Passion to help customers and have a customer obsessed approach. * Ability to talk to and liaise with customers effectively to provide a seamless customer journey. * Ability to think on your feet and have a solution focussed attitude. * 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. * 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 dealing with difficult conversations |
| **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. |