

**BRISTOL CITY COUNCIL****JOB DESCRIPTION**

<b>Job title:</b>	Team Leader (Lettings)
<b>Bristol grade:</b>	BG11
<b>Managed by:</b>	Lettings Manager
<b>Responsible for:</b>	12 FTE
<b>Directorate:</b>	Housing & Landlord Services
<b>Service area:</b>	Estate Management

**Purpose of the job**

To supervise a team with responsibility to provide high-quality lettings and making best use of stock service.

To monitor and ensure vacant properties, garages, and other assets are allocated to the most suitable people.

To provide a high- quality lettings and making best use of stock service across the City.

To support their manager to achieve measurable outcomes and contribute to the development and implementation of continuous service improvements.

**Key job outcomes/accountabilities**

- To recruit and supervise a team responsible for providing a high-quality lettings and making best use of stock service including; mentoring, coaching, managing performance, and conduct as appropriate.
- To monitor and ensure vacant Council properties are let in accordance with policy.
- To deal with complex issues and making decisions relating to making best use of stock, and letting properties, agreeing Landlord Accepted Transfers and direct offers in accordance with policy.
- Monitor and prioritise workloads to ensure continuous service provision by the team.
- To represent the service in meetings with tenants, attending cross service meetings and support the efficient operation of Home Choice Bristol.
- To collate and monitor statistical information in order to ensure service levels meet required targets and standards.

- To identify and help implement performance and service improvements.
- Participating in training and development activities to build own and team achievement.

### **Additional Information**

Please note that this position is subject to a Basic DBS Check.

The position holder must be willing/able to travel around the City and work outside of normal office hours as required.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.

### **General Accountabilities**

- A. So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees and in premises/work areas for which the post holder is responsible to maintain a safe working environment for employees and service users. These are defined in the Corporate Health, Safety and Welfare Policy, departmental policies and codes of practice.
- B. Work in compliance with the Codes of Conduct, Regulations, and policies of the City Council.
- C. To model and promote good equalities practice and value diversity across the service.
- D. Ensure that output and quality of work is of a high standard and complies with current legislation / standards.
- E. Ensure that all mandatory training is undertaken as required. For example – Bristol City Council's Induction, Health and Safety, Equalities, Safeguarding Children and Safeguarding Adults. Please note - this is not a comprehensive list.