



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

Preferred assessment method	
A	Application
AC	Assessment centre
I	Interview
PA	Practical assessment
P	Presentation
T	Test

The table below sets out the essential and desirable knowledge skills and aptitude required to do this role.

Essential (MUST HAVE) = minimum skills, qualifications, knowledge and experience required to perform in the role

Desirable (COULD HAVE) = skills, qualifications, knowledge and experience required that will help the jobholder to perform in the role

Requirement - ESSENTIAL	Method
Demonstrable experience of directing and supervising the day-to-day work of staff including developing, mentoring, and training staff to reach their full potential.	A, I
A good knowledge and experience of the relevant legislation affecting lettings and best use of stock, and an ability to convey these to tenants/citizens, and staff in a simple and professional manner.	A, P
Ability to monitor and manage performance of the team.	A, I

Problem solving and analytical skills with the ability to determine tenant/citizen requirements, and choosing a supportive course of action e.g. in terms of vulnerable prospective tenants.	A, I
Ability to interpret information received and provides information, advice, and guidance to ensure successful resolution of issues.	A, I
Ability to manage own workloads and that of the team to meet service standards and deadlines.	A, I
Requires the ability to converse with citizens and provide complex information in accurate spoken English, or through a BSL interpreter.	A, I
Able to demonstrate knowledge and/or experience of equalities and diversity issues.	A, I
Have a working knowledge of Microsoft Office applications or equivalent including the following: Outlook, Word, Excel, Internet Explorer, and have a willingness to learn new applications and technology as appropriate.	A

Requirement – DESIRABLE	Method
An awareness of, and commitment to, the Council's corporate plan and core values, and the ability to link their aims and objectives to the day to day approach to service delivery.	A