

Job Description

Job title:	Allocations Coordinator
Reports to:	Allocations & Lettings Team Leader
Responsible for:	No direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

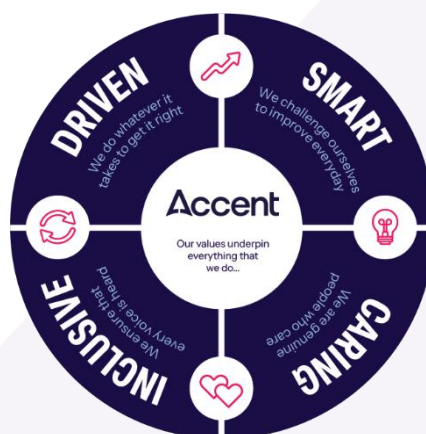
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As an Allocations Coordinator, your primary responsibility will be to advertise Accent's empty homes and successfully onboard new customers. You will work as part of a specialist national lettings team, advertising homes directly and in collaboration with Local Authority partners. Your role is essential in ensuring that properties are advertised fairly, transparently, and in line with relevant legislative and policy frameworks.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will support our commitment to providing a customer-centric service. Your ability to communicate clearly and effectively will help you collaborate with both customers and internal teams. You will work to ensure the highest standards are upheld throughout the lettings process and contribute to building stronger communities.



Key Responsibilities and Duties

- Advertise Accent's empty homes through appropriate channels, ensuring timely and effective advertising. You will liaise with Local Authorities and housing partners to maximise visibility.
- Evaluate applicants' suitability for properties by conducting affordability and eligibility assessments, adhering to Accent's Allocations and Lettings Policy.
- Collaborate with internal teams to coordinate property maintenance activities, ensuring customers are well-informed throughout the process.
- Build and maintain strong working relationships with stakeholders, including Local Authorities, to promote and manage empty homes efficiently.
- Prepare and implement advertising strategies for individual housing schemes, ensuring properties are let as quickly as possible while adhering to Section 106 and local lettings plans.
- Maintain accurate records and provide regular reports on property availability and the status of the lettings process.

The must haves:

- CIH Level 3 Certificate in Housing Practice or equivalent (or willingness to work towards) or qualified through experience.
- Experience in lettings or allocations, with a strong understanding of relevant legislation and operational requirements.
- Proven experience building successful working relationships with external partners, particularly within the housing sector.
- Strong communication skills, both written and verbal, and the ability to work with stakeholders at all levels.
- Intermediate to advanced proficiency in MS Office applications and specific business software.
- Excellent organisational skills with the ability to manage multiple deadlines and priorities effectively.
- Strong record-keeping skills with knowledge of GDPR.

The added extras:

- Knowledge of statutory changes and regulatory reforms within the social housing sector.
- Awareness of safeguarding practices and issues within housing.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.