

Job Description

Job title:	Allocations Administrator
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 Administrator, you will play a key role in delivering a seamless and customer-focused lettings experience. Working within our specialist national lettings team, you will provide vital administrative support to ensure homes are allocated efficiently and in full alignment with our allocations and lettings policy. Your commitment to exceptional service will help ensure every customer feels valued, informed, and supported throughout their journey with us.

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

- Deliver exceptional customer service by providing clear, timely, and empathetic communication throughout the lettings process, ensuring customers feel informed, supported, and valued.
- Collaborate with applicants to gather all necessary documentation required for the shortlisting process, ensuring accuracy and timeliness.
- Ensure full compliance with regulatory requirements by uploading data to CORE with 100% accuracy.
- Support the setup of new tenancies by accurately entering and verifying customer information within internal systems.
- Maintain and update records on the energy portal to reflect current tenancy details.
- Assist in coordinating property viewings and tenancy sign-ups, ensuring a smooth and professional experience for all involved.
- Foster strong working relationships with internal stakeholders, including Housing and Property Services teams, to efficiently manage and promote empty homes.

The must haves:

- Experience of working in an administrative position supporting customer facing teams or in an allocations/lettings environment.
- Proven experience building successful working relationships with stakeholders.
- 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.