

Job Description

Job title:	Allocations Team Leader
Reports to:	Housing Hub & Allocations Manager
Responsible for:	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.

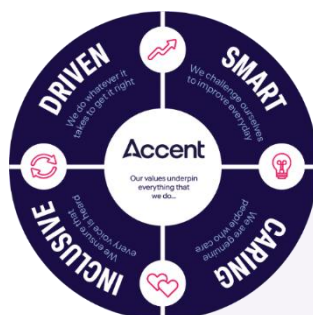
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people 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.

In this role, you will lead the daily operations of an allocations team, ensuring that full compliance with our Allocation Policy, achievements of Key Performance Indicators (KPIs) and provide great customer experience. By leading a multi-skilled team and delivery of a great customer experience. By leading a team, you will provide leadership that fosters development, motivation, and achievement of targets. As a team leader role, you will actively manage a caseload, directly contributing to the effective allocation of homes.

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 alignment with our core values, you will drive a customer-centric approach, ensuring that each customer interaction embodies our principles of inclusivity and care. You will be expected to collaborate across teams to ensure the seamless provision of services. Your leadership will contribute to an environment where staff are continuously supported and developed, leading to improved service delivery and customer satisfaction. Smart thinking and innovation will be central to the success of your team, always seeking ways to enhance efficiency and effectiveness. You will also foster an inclusive team culture that welcomes diverse ideas and approaches, ensuring that all colleagues feel valued and engaged in our mission to provide affordable housing and vibrant communities.



Key Responsibilities and Duties

- Provide effective line management to Allocation Coordinators, including regular one to ones, performance reviews, and support for professional development, ensuring team members are motivated, accountable, and aligned with organisational goals.
- Lead the day-to-day operations of the allocations team, ensuring that we limit void loss and consistently achieve high levels of customer satisfaction and achieve key performance indicators.
- Lead the allocation team to be compliant with all regulatory requirements and the requirements of our allocation and lettings policy and nomination agreements.
- Manage a caseload of properties to allocate.
- 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.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

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.
- Experience of leading high-performing, customer-focused teams.

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.