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| **ASHFORD BOROUGH COUNCIL** **JOB DESCRIPTION** |

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| **JOB TITLE:** | **Manager of ABC Lettings** |
| **GRADE:** | MG8 |
| **POST NUMBER:** | 6671A |
| **RESPONSIBLE TO**  | Service Improvement Manager  |
| **JOB SUMMARY:**  | To develop, promote and manage the Council’s Social Lettings Agency in order to prevent and reduce homelessness, minimise the Council’s use of temporary accommodation and make it easier for people who are living or working in the borough to access good quality, well managed, affordable private rented housing. Develop promote and drive a clear marketing and procurement strategy to support the range of options for working with private sector landlords. Continual oversight of the private rented sector market to inform decision making on revising procurement initiatives. To implement, monitor and maintain clear and effective arrangements for the procurement of temporary accommodation in order to ensure that all of the temporary accommodation that the Council uses is well-managed, is maintained in a safe and habitable condition and meets all statutory requirements in respect of fire safety, amenities and health and safety. Establish, develop and maintain close working relations with property owners, private landlords and property developers in order to encourage them to lease their properties to the Council and/or pay the Social Lettings agency a fee to manage their accommodation for them. To ensure effective budgetary control, budgets must be effectively monitored and managed.  |
| **ROLE REQUIREMENTS:** |  |
|  | To be the operational lead and ensure provision of specialist guidance and/or training to staff within ABC Lettings |
|  | To develop and implement an Accommodation and Procurement Strategy to set out the general principles that will be followed when procuring private accommodation for homeless households.  |
|  | Act as a key ambassador for the company, promoting our reputation for professionalism, reliability, and outstanding property management. |
|  | Proactively engage with landlords to identify and secure high-quality residential properties for inclusion in our fully managed or leased schemes.  |
|  | Build and maintain strong, trust-based relationships with property owners, clearly communicating the benefits of our management services and leasing options.  |
|  | Negotiate competitive terms that align with both landlord expectations and company objectives, ensuring long-term value and satisfaction for all parties.  |
|  | Collaborate with internal teams to ensure smooth onboarding of new properties, maintaining compliance and service excellence throughout the process.  |
|  | To work closely with finance colleagues to regularly review and monitor the cost of the schemes and ensure that they continue to provide value for money for the service.  |
|  | Balance cost savings with quality and reliability in procurement decisions by analysing market trends for both private sector procurement and temporary accommodation procurement whilst identifying cost saving initiatives |
|  | Constantly assess and monitor the condition of the local housing market in order to ensure that the appraisal of the rental value of homes is informed, evidence based, up to date and accurate. |
|  | To work closely with the Housing Options Manager and the Allocations Manager to ensure that the procurement strategy continues to meet the need of residents approaching the service.  |
|  | Evaluate and mitigate risks associated with supplier selection demonstrate a detailed understanding of market conditions and regulatory requirements |
|  | To ensure that the relevant contractual documentation is in place working closely with legal services. This will include making relevant checks on ownership of the property and checking that the landlord has permission from any lender to let the property out.  |
|  | To ensure that the Council’s interests and our tenants interests are protected by undertaking appropriate inspections of properties taken on such as Housing, Health & Safety Rating System and ensuring that all relevant documents are produced such as a gas safety certificates , electrical certificates and energy performance certificates. Have regard to and uphold regulations controlling fire safety standards including furniture safety standards.  |
|  | To manage, motivate and develop the team and ensuring that everyone receives regular supervision and appraisal in order to achieve a consistently high standard of work.  |
|  | To be responsible for the appropriate marketing of the scheme in order to meet the business plan objectives meeting the targets set for the number of properties as agreed with the Head of Service and or Members.  |
|  | Ensure that all appropriate agreed fees and charges are raised for services delivered to maximize income to the scheme.  |
|  | Ensure that landlords are paid the agreed rent for their properties on time.  |
|  | Liaise with finance to ensure appropriate VAT records are maintained and produced in relation to non-statutory services offered under the Social Lettings Agency.  |
|  | Ensure that rental income is maximised and tenancy terms upheld. This includes addressing breaches (e.g. arrears, anti-social behaviour, damage) and, when necessary, initiating legal action, serving notices, maintaining records, and representing the Council in court. |
|  | **Collaborate closely with the Housing Options Manager to reduce homelessness through the dispute resolution service. Support the team in achieving outcomes by ensuring all decisions align with current guidance and contribute to cost avoidance for the Council.** |
|  | Maintain an understanding of the legal duties to the homeless to ensure that the schemes can provide optimum impacts in relation to addressing homelessness within Ashford.  |
|  | Ensure that effective communications are maintained with landlords / property owners providing regular updates as agreed within the terms agreed. |
|  | Ensure that the business objectives / business plan objectives as agreed are maintained and kept under review, providing regular reports to demonstrate this and report on issues which may develop and make recommendations for changes to the projects as required.  |
|  | Take responsibility for the impact of the business decisions taken on the overall objectives and the future financial position in relation to these schemes.  |
|  | To ensure that tenants are referred to relevant support services, tenancy training and also liaise with relevant partners in order to identify tenancy management plans on a multi-agency basis as required.  |
|  | In collaboration with the Interim Accommodation Team, support the management of temporary accommodation leased by the Council from private landlords. Ensure all properties are consistently maintained to a high standard—safe, clean, well-managed, and in good repair—meeting both statutory requirements and the Council’s quality expectations. |
|  | To interrogate repair logs for all properties to monitor costs and ensure appropriate works are undertaken to a satisfactory outcome.  |
|  | Ensure void times are kept to a minimum in order to maximize profitability for landlords |
|  | Manage relationships with landlords and agents including negotiating contracts, resolving disputes, and ensuring suppliers meet quality and delivery requirements |
| 30. | **Equal Opportunities**a) To promote equality of opportunity in employment and service provision, and eliminate unlawful discrimination.b) To recognise that people have different abilities to contribute to the Council’s goals and performance and to take necessary action to give everyone a chance to contribute and compete on equal terms. |
| 31. | **Emergency Planning**1. **To participate as required in the Council’s Emergency Planning operations including undertaking training and exercising as directed**
2. **To participate in the response to an emergency which may involve duties outside your normal job description and at times outside your contracted hours.**
3. **To participate in the recovery stage following the emergency.**
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| 32. | **Business Continuity****In the event that an incident has occurred which disrupts the Council's ability to deliver its critical functions, to undertake duties within your competencies in other departments and/or at other locations.** |
| 33. | **Data Protection****To ensure that data quality and integrity is maintained and that data is processed in accordance with Council policy, the Data Protection Act, the Freedom of Information Act, and other legislation.** |
| 34. | **Health and Safety****All employees have responsibilities under The Health and Safety at Work Act 1974. These responsibilities are laid out in the Council’s Health and Safety Policy, available on the Intranet or from Personnel.** |
| 35. | **Additional Duties****To undertake any additional duties of a similar level of responsibility as may be required from time to time.** |
| **OTHER CONDITIONS:****To work flexibly either remotely or at the workplace as required.** August 2025 |



**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **EDUCATION & TRAINING/ QUALIFICATIONS** | * Minimum 2 ‘A’ Levels (or equivalent) plus 5 GCSEs (or equivalent) to include English and Mathematics at Grade C or relevant experience
 | * Membership of the Chartered Institute of Housing
* HHSRS Accreditation
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| **EXPERIENCE** | * Extensive private sector experience of working in residential lettings or extensive experience working within private sector housing in the public sector
* Extensive experience of managing staff including appraisals and performance reviewsExtensive knowledge of letting agents practices, the regulatory framework relating to residential lettings and market rental values and trends.
* Experience of developing new ways of working, collating and evaluating performance information and initiating and managing new projects.
* Experience of managing budgets including forecasting expenditure and obtaining value for money through procurement.

Confident and effective communicator with experience presenting to stakeholders and external organisations | * Knowledge of local authorities’ licensing and enforcement powers in relation to houses in multiple occupation and private rented accommodation.
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| **SKILLS & KNOWLEDGE** | * Business acumen and commercial awareness and the ability to analyse spreadsheets and contracts.
* Excellent communication skills and the ability to influence a variety of audiences.
* Excellent negotiating and advocacy skills.
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| OTHER REQUIREMENTS | * Knowledge and understanding of customer base
* Ability to deal with difficult situations as they arise
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| **OTHER ESSENTIAL REQUIREMENTS TO CARRY OUT POST:**   |

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| **KEY COMPETENCY AREAS** |
| Our Competency Framework has been developed and reviewed over several years in order to achieve a set of professional and key behaviours that our team display every day within our roles. It applies to every member of staff, regardless of their role or service that they work for. It considers best practice but also the level at which our team members work in different areas of their job. So although the competency itself will apply to all levels, how it is evidenced within the individual job role may vary.The competencies will be used for:**Recruitment and Selection** – interview questions will be based on these key behaviours to ensure we are bringing the right people into the organisation.**Performance management including appraisals** – to keep checking that we are all displaying the right behaviours that will ensure the success of the council’s aspirations**Training and development** – to help our teams and individuals focus on developing key behaviours and characteristics |

