

SENTINEL HOUSING ASSOCIATION

1. **Job Title:** Allocations Co-ordinator

Department: Neighbourhood Services

Section: Neighbourhoods

2. **Main Purpose of Job**

- (a) To work with local authority partners to allocate properties in line with Sentinel's policies and procedures
- (b) To provide a service to tenants requesting a transfer, assisting with enquiries about the allocations process and re-housing options. Signpost customers to other agencies as appropriate.
- (c) To provide Administrative support to the Allocations function including filing.

3. **Position in Organisation**

Job Title of immediate Supervisor: Neighbourhood Manager

	Staff
Direct Reports	0
Total Managed	0

4. **Main Responsibilities and Duties**

- (a) Accept terminations, ensuring computer and paper records are maintained and appropriate correspondence is sent to customers. Arrange pre-void inspections in liaison with surveyors and neighbourhood co-ordinators.
- (b) Ensure correct information is provided in connection to voids properties to both applicants and local authorities to ensure the property is let in line with Sentinel and local authority eligibility criteria
- (c) Ensure that allocations are let to the most suitable applicant taking into account local lettings schemes, rural exception schemes, sensitive lettings arrangements, property size and applicants circumstances.
- (d) Ensure actions are taken within agreed timescales to ensure properties are let within agreed targets
- (e) Maintain accurate records of allocations, property refusals, suspended applications and tenancies.

- (f) Ensure viewings are done within timescales reporting any concerns to the appropriate manager
- (g) Liaise with surveyors and contractors to ensure that works are completed prior to sign up
- (h) Attend liaison meetings with partner organisations as and when required.
- (i) To provide accurate information about void properties to local authority partners and customers.
- (j) Co-ordinate with other sections of the Association on matters relating to allocations of property.
- (k) Maintain any computer and written records as directed by the Tenancy Manager.
- (l) Implement any new policies or initiatives approved by the Board of Management.
- (m) Assist the Neighbourhood Co-ordinator with claims made by tenants under the Association's under occupation scheme.
- (n) Prepare the monthly performance indicators including CORE reports relating to the Allocations section.
- (o) Provide administrative and customer support to the Neighbourhood Services Team more generally, as required.
- (p) This list of duties and responsibilities is subject to variation from time to time by the Association or the Director of your department.

5. Special Features

The post-holder may be required to work in either office from time to time.

Signature Date

Job Holder