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| **Job title:** | **Lease Contracts Coordinator** |
| **Reports to:** | **Lease Contracts Team Leader** |
| **Full-time or part-time:** | **Full-time** |
| **Location:** | **Manchester** |

**About Golden Lane Housing Limited**

Golden Lane Housing Limited is a Community Benefits Society who works with people with a learning disability to provide supported housing around which they can build their lives and to help tackle the immense challenges that people with a learning disability face in finding a home.

**Our vision**: Our vision is a world where everyone with a learning disability has opportunities to access good quality housing that meets their needs.

**Our values:**

* **Caring:** we support our tenants and colleagues and help them to achieve goals.
* **Listening:** we involve tenants in the review and design of housing services.
* **Honesty:** we build trust with tenants and families with fairness.
* **Reliable:** we are dependable and trusted to keep our standards and commitments.
* **Creative:** we work together in many different ways for great results

**About the role**

The Lease Contracts Assistant role is a central supporting role for the wider housing team, supporting the Central Housing Officer (Lease) Lease Contracts Officer as well as being a key point of contact for customers.  This role includes administration, monitoring, recording, and reporting responsibilities, and has a clear supporting role covering all areas of Lease renewal including file and system maintenance and payment processing.

**Responsibilities**

* Lease Renewal Supporter - Administrator and co-ordinator for the Lease renewal function. The role will provide support for the Lease Contracts Manager and Lease Contracts Officer and all Housing Managers, Housing Officers to ensure effective delivery of our lease renewal service and provide the central function for administration, landlord payments, monitoring, data collection and reporting requirements
* Customer Service - Provide assistance and deliver an efficient and professional lease renewal service to all customers and stakeholders. The role will establish and maintain clear lines of communication with both internal and external customers by telephone or email or in person whilst always delivering exceptional customer service. The role will utilise all internal support within GLH to achieve positive outcomes for people with a learning disability.
* Ambassador and liaison - Work with a range of contacts both internally and externally.  The role will help support establishing and maintaining successful links with all stakeholders relating to the delivery of services to tenants and lease renewal process.
* Personal Proficiency  - Create influential relationships with all external and internal contacts. They will develop credible and effective relationships that will enhance and raise GLH in current and new areas of business delivery.
* Planner, Organiser and distributor of information - Provide administration support to the Lease Contracts Officer and will be key to ensuring that deadlines are met. They will support in the transmission of information to and from internal and external bodies and must demonstrate efficiency in the collection and reporting of information

**Candidate requirements**

* Business Administration qualification
* Excellent customer service skills
* Excellent Communication Skills
* Ability to work flexibly in Teams
* Ability to manage workloads and prioritising
* Knowledge of Housing
* Knowledge of Customer Service Standards
* Knowledge of or willingness to learn more about learning disabilities