| 1. **Job Details** | | | |
| --- | --- | --- | --- |
| Job Title: | Acquisition Officer | | |
| Team/Department: | Housing | | |
| Reports to: | Housing Manager | Location: |  |
| Appointment period: | Permanent | Hours | 37.5 |

| **Job Purpose** |
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| The Acquisition Officer is responsible for acquiring properties for the portfolio to ensure we can manage and maintain service user demand. As an Acquisitions Officer, you will successfully source and negotiate the lease of residential property from the market that meets the required standard, at best price and within the budgets to deliver against contractual obligations. This role will require you to work closely with other departments, especially Housing Officers and the Operations team. |

| **Main Duties & Responsibilities** |
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| 1. Handle initial enquiries from and negotiate with landlords, agents and investors and other providers 2. Accurate reporting of existing and new acquisitions 3. Ensure compliance for all new acquisitions, utilities set up, appropriate furniture ordered, and keys cut. 4. Meet performance outcomes and targets 5. Ensure good quality properties are acquired that meet the relevant standards and have the relevant documentation before contracts are signed 6. Minimise the time between offer accepted to exchange of contracts and assist with the coordinated works so properties are ready to let within agreed timescales 7. Ensure timely completion of administrative tasks to ensure accurate property pipeline information is provided to Housing Manager 8. Ensure effective liaison and relationship building with agents, developers’ agencies, and other potential landlords to maximise the property pipeline 9. Utilising available tools such as LinkedIn, publications and networking events to grow our profile. 10. Ensure all records and data on systems remains updated with accurate information to meet contractual requirements. 11. Undertake ad-hoc projects and provide support and cover for colleagues and teams within Bedspace Resource Ltd 12. Ensure full compliance with Bedspace code of conduct, contractual terms, and group policies & procedures 13. Carry out such other duties which are consistent with the nature and responsibilities of the post including covering the Housing Officer role.   **General Accountabilities**   1. Ensuring the highest standards of quality are achieved in all duties carried out. 2. Communicating effectively within the team, with other teams and across the company. 3. Conducting all activities in a manner in line with the company’s vision, promoting good external relations and a positive image of the company. 4. Responsible for meeting individual performance targets as agreed with the post holder’s manager. 5. Supporting the culture of cross sectional working, encouraging a culture of project work focusing on the objectives of the company. Actively participating or leading in projects and corporate tasks as required.   **Health and Safety**  The post holder is required to carry out the duties in accordance with the company Health and Safety policies and procedures.  **Diversity**  The post holder is always required to have due regard to equal opportunities and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.  **Confidentiality**  The post holder is required to observe and maintain strict confidentiality in respect of Service Users, clients and all company information.  **Other Duties**  The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this post will be mutually agreed with the post holder. |

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

|  | Requirements | Essential / Desirable | How Assessed |
| --- | --- | --- | --- |
| **Qualifications** | Track record of working in a diverse professional housing or lettings team working under pressure | E |  |
|  | A degree or relevant professional qualification | D |  |
|  | Satisfactory Enhanced DBS record. | E |  |
|  | Current full driving license with business Insurance. | E |  |
| **Experience** | Experience of working in a Social Housing or Lettings environment. | E |  |
|  | Proven sales ability, ideally in property, estate agencies, lettings. | E |  |
|  | Experience of working with members of the public, including managing vulnerable or difficult customers | E |  |
|  | The ability to deliver KPIs by establishing personal objectives, measures and definitions of success. | E |  |
|  | Excellent communication and negotiation skills | E |  |
|  | Awareness of the issues around working with vulnerable adults, safeguarding and the boundaries of professional relationships. | D |  |
|  | Experience of procuring services through third parties | D |  |
| **Aptitude** | Excellent written, verbal, and communication skills. | E |  |
|  | Negotiation skills. | E |  |
|  | Drive and enthusiasm and the determination to deliver | E |  |
|  | Able to work to tight deadlines and be computer literate. | E |  |
|  | Able to deal with conflict situations in a calm yet firm manner. | E |  |
|  | Able to make quality decisions under pressure. | E |  |
| **Knowledge** | Demonstrable knowledge of Housing Management or Lettings | E |  |
|  | Working knowledge of supported living requirements and issues. | D |  |
|  | Understanding of housing issues affecting vulnerable People. | E |  |
| **Disposition** | Enthusiastic and confident with a positive attitude. | E |  |
|  | Versatile, flexible and cooperative approach to work. | E |  |
|  | Work effectively across multi disciplinary teams. | E |  |
|  | Ability to maintain confidentiality. | E |  |
|  | Committed to self-development | E |  |