

## **Vacancy Accreditation Coordinator**

A crucial role in the operational activity of Landlord Accreditation Scotland (LAS). The Accreditation Co-ordinator is responsible for overseeing the accreditation processes, compliance with accreditation standards, coordinating accreditation activities, and maintaining documentation to support accreditation efforts.

**Salary:** £28,000 - £32,942 (pro-rata)

**Location/Base:** Hybrid – Home/LAS office

**Hours:** 21 hours per week

**Closing date:** 19th February 2024

### **Job Description**

This role is crucial in ensuring LAS maintains high standards of professionalism and continues to deliver a high-quality service to accredited landlords and letting agents. The post holder is responsible for the promotion of accreditation to all those landlords and letting agents who undertake training and attend courses and events. Once accredited status has been granted the post holder ensures compliance with ongoing requirements and standards.

A key part of this role is liaison with Local Authority Partners to promote accreditation and engagement with locally registered landlords. The post holder will also be the main point of contact for accredited landlords and agents looking for support.

### **Key Responsibilities**

To oversee, manage and report to the LAS Director all aspects of accreditation promotion and compliance.

To plan and co-ordinate and where appropriate devise administrative procedures in connection with accreditation alongside the LAS Events Manager to maximise promotion of accreditation at all training webinars and events.

To produce and edit accreditation communication materials.

To be the first contact point and support for all accreditation queries via phone, email etc.

To liaise with Local Authority contacts on matters of accreditation.

### **Specific Duties**

#### **Accreditation Applications**

- Main contact and administrator of both the landlord and letting agent accreditation application process.
- Respond to all accreditation applications within defined timescales
- Request any further information required and monitor responses
- Complete the necessary checks to ensure accreditation applications meet the requirements ahead of granting accredited status.
- Manage accredited landlord and lettings records on ARLO
- To liaise with the administration team to ensure work is delegated as required

#### **Accreditation Compliance**

- To ensure that all agents and landlords comply with training requirements
- In conjunction with the Events Manager produce communications for accredited agents and landlords promoting training topics, updates on legislation, and general information to be sent monthly

- To provide information to the administration team to allow the timely operation of tenant survey mailings
- To review tenant surveys and respond where required and investigate if necessary

#### **Communication with accredited landlords and agents**

- Following each webinar/training course, review Q&A/feedback data and answer any questions on accreditation
- Respond to any questions raised by accredited landlords and agents
- Take calls to the office enquiring about accreditation
- Take calls to the office from accredited landlords or agents and provide guidance or signposting where required
- Respond to email enquiries from accredited landlords and letting agents by phone

#### **Promotion of Accreditation**

- Attend webinars and events to promote accreditation
- Assist at LAS event stands at the annual SLD conference, local authority partnership events, landlord forums etc where required
- Providing material to local authority partners to promote accreditation in newsletters

#### **Local authority Liaison**

- Develop and maintain good working relationships with local authority partners and prospective partners

#### **Reporting**

- Collect and analyse data related to accreditation statistics/information for inclusion in local authority quarterly reports
- Produce information and figures for the LAS Director when requested
- Maintain and organise accreditation documentation, reports, and records.
- Use data to determine if any improvements in communication with accredited landlords and lettings may be necessary

#### **Essential Skills and Aptitudes**

This is a customer-focused role which deals with a broad range of private rented sector organisations and individuals. Candidates with the following skills and aptitudes are invited to apply:

- PRS background and if not [LETWELL qualified](#), willing to complete the programme
- Demonstrates courteous and friendly approach, acting with tact and discretion and where required confidentiality
- Ability to manage a variety of competing priorities and meet deadlines
- Ability to formulate ideas and solutions to problems and present them effectively
- High level of accuracy
- Self-motivating
- Commitment to own development
- Awareness of and adherence to data protection requirements

#### **How to apply**

To apply for this post, please email [Nicola.Webster@landlordaccreditationscotland.com](mailto:Nicola.Webster@landlordaccreditationscotland.com) a copy of your CV and in your email include a short statement of why you are applying for the role, highlighting the specific skills that make you the ideal candidate.

The closing date for applications is Monday 19<sup>th</sup> February 2024. CVs sent without the accompanying statement will not be considered.

If you have any questions about the position, please contact Nicky Webster for a confidential chat on **0131 553 2211** or email [Nicola.Webster@landlordaccreditationscotland.com](mailto:Nicola.Webster@landlordaccreditationscotland.com)