

Job Profile



**JOB TITLE:** Tenancy Management Officer

**GRADE:** Scale SO2

**POST NO:** post specific

**JOB TIER:** 5

**DBS CHECK:**

**GROUP:** Residents Services

**SERVICE:** Estates & Tenancy Management

**REPORTING STRUCTURE**

**Reports to:** Tenancy Management Team Leader

**Direct Reports:** Nil

**Indirect Reports:** Nil

**ROLE PURPOSE:**

The Tenancy Management Team provides the 'end to end' tenancy management service from the point of a prospective tenant viewing a property and entering into a tenancy and encompasses all key tenancy events and the exercise of statutory rights during the life-time of the tenancy. Tenancy management delivers its core tenancy management functions via a collaborative network of multi-agency partnerships working to achieve positive outcomes and successful tenancies.

The Tenancy Management Team 'own' the responsibility for a range of tenancy types and the early assessment and identification of risk to ensure residents are more equipped to live independently and enable the efficient use of the council's limited supply of social housing.

The model of tenancy management contributes to the strategic object of preventing homelessness and sustaining all forms of occupation arrangement. This involves ‘doing the right thing at the right time’ to enable residents to be appropriately supported at the earliest opportunity.

Tenancy Management Officers will have responsibility for the management of a 'patch' of tenancies across a range of tenancy types and will deliver the tenancy offer.

A. Job Description



**1. People Management**

* No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

**2. Resident & Community Contribution**

* To demonstrate an understanding of the Council's *Customer Care Standards* and ensure that these standards are understood by staff and met in order to deliver the Council's vision of 'putting our residents first'.

**3. Operational Service Delivery**

* Delivery of a risk-based approach to the management of tenancies which involves the initial and ongoing assessment of risk, a more tailored person-centred approach and the engagement of more specialist support providers where required.
* Delivering approaches to tenancy management which ensures interventions take place at an early stage to help at-risk tenants retain a secure home while meeting the responsibilities of their tenancy agreement.
* Add value at all stages in the delivery of core tenancy management processes and during the lifetime of the tenancy by maximising the value from engaging with the tenant during the very early stages of the tenancy and during all opportunities to engage with the tenant in their own home.
* Undertake risk assessments and identifying a range of suitable and effective control measures to manage 'low' and 'medium' level risks of tenancy failure.
* Make an effective contribution to the fire safety management strategy in relation to the managed stock by ensuring that tenants, leaseholders and staff are 'fire aware' and 'fire safe'.
* Inform tenants and leaseholders of the full range of involvement and decision making opportunities available to them and encourage them to participate at a level and pace which maximises their contribution.
* Deliver efficient tenancy and leasehold management practices in response to tenants and leaseholders exercising their full range of contractual and statutory rights.
* To be persistent in the engagement of individuals who are harder to reach by using assertive, creative and practical engagement strategies.
* To attend case conferences, review meetings and other meetings as required in order to maximise the potential for successful tenancies.
* To maintain timely and concise case records and written reports that evidence the work undertaken and the progress achieved securing compliance with tenancy conditions and securing successful tenancies..
* To ensure that monitoring and statistical information regarding casework undertaken is up to date and available.
* Strive to deliver the ethos of 'getting it right first time and every time' in the context of delivering quality tenancy management services.

**4. Service Planning & Development**

* To contribute to the development and implementation of the Team Plan and understand how the Tenancy Management Officer role supports the delivery of the plan and broader strategic Housing objectives.
* To participate in case work supervision arrangements to ensure that desired outcomes are being met and to improve effectiveness in the role.

**5. Financial & Resource Management**

* Demonstrate cost-consciousness and identify any cost effective changes to own way of working

**6. Continuous Improvement**

* To identify and suggest any improvements to current ways of working in own team and across Tenancy Services in order to deliver a more efficient and effective service for residents and other service delivery teams.
* To keep up to date on research, policy and practice developments in the context of tenancy management through personal study and attendance at seminars or training.

**7. Contacts**

* External agencies and partners including social care, health services, Probation, voluntary and independent service providers.

**8. Additional Responsibilities**

* Act as a resource across Tenancy Services and the Housing Specialist Teams in relation to the provision of tenancy management services and related advice to support vulnerable residents and the concept of successful tenancies.
* Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

**9. KEY PERFORMANCE INDICATORS**

* Maximising the supply of affordable accommodation via the efficient and effective management of the stock.
* Keeping tenants in their own homes and reducing the number of tenancies that fail, preventing ‘drift’ into more expensive services and more intensive levels of support.
* Preventing the social and economic costs of tenancy failure
* Fulfilling all contractual and statutory tenancy management functions efficiently and effectively
* Adding value and securing positive outcomes through increased contact with residents within their own homes
* Quality record keeping
* Delivery of agreed PADA objectives.

B. Person Specification

**Tenancy Management Officer**



This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

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| **1. QUALIFICATIONS** | **ESSENTIAL**  **ü** | **DESIRABLE**  **ü** |
| Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or equivalent experience. | **ü** |  |
| A good standard of education with English & Maths GCSE grade A-C or equivalent | **ü** |  |
| **2. STATUTORY or ROLE SPECIFIC REQUIREMENTS** | **ESSENTIAL**  **ü** | **DESIRABLE**  **ü** |
| Ability and willingness to attend out of hours meetings and visits to meet the needs of residents and the service | **ü** |  |
| Full driving licence and use of a vehicle at all times. | **ü** |  |
| **3. EXPERIENCE**  **(**describe) | **ESSENTIAL**  **ü** | **DESIRABLE**  **ü** |
| Demonstrates experience of delivering successful tenancy management services across a range of tenancy types within a social housing setting. | **ü** |  |
| Demonstrate the ability to bring forward practical, creative and innovative solutions where individuals are unable to comply with tenancy obligations. | **ü** |  |
| Experience of assessing and managing risk and vulnerability in the context of delivering tenancy management services | **ü** |  |
| Experience of appropriately and accurately processing requests from tenants and leaseholders to exercise their statutory and contractual rights. | **ü** |  |
| Proven ability to respond effectively and proportionately to ensure compliance with tenancy and lease obligations. | **ü** |  |
| Proven ability to identify and effectively respond to the risk factors associated with tenancy failure. | **ü** |  |
| Substantial experience of successfully using a collaborative approach to problem solving involving a wide range of providers and disciplines. | **ü** |  |
| Delivering customer focused services which are tailored to the needs of individuals. | **ü** |  |
| The ability to work flexibly across the service as required. | **ü** |  |
| **4. KNOWLEDGE & SKILLS** | **ESSENTIAL**  **ü** | **DESIRABLE**  **ü** |
| Demonstrates a good knowledge and understanding of Housing and Landlord & Tenant legislation applicable to tenancy management within a social housing setting | **ü** |  |
| Good understanding of the concept and relevance of tenancy sustainment and the risk factors pertaining to homelessness. | **ü** |  |
| Proven ability to recognise and respond appropriately to people who move in and out of vulnerability during the life-time of their tenancy and who are disproportionally affected by life events which put their tenancy at risk. | **ü** |  |
| Proven ability to bring forward creative solutions and translate them into positive outcomes for tenants and leaseholders in response to challenging tenancy management problems | **ü** |  |
| Ability to be persistent, creative and tenacious in engaging with harder to reach individuals to secure positive outcomes | **ü** |  |
| Good ICT skills including Word and Excel and a good knowledge of case management systems. | **ü** |  |
| Ability to communicate in a wide variety of situations and present views positively and persuasively to gain support and have a collaborative style which secures positive outcomes. | **ü** |  |
| **5. COMPETENCIES** | **ESSENTIAL** | **DESIRABLE** |
| **“Can do” positive attitude**  Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking. | **ü** |  |
| **Takes responsibility and delivers results**  Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions. | **ü** |  |
| **Team working**  Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring. | **ü** |  |
| **Communication**  Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences. | **ü** |  |
| **Customer Care**  Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision. | **ü** |  |
| **Takes ownership of personal development**  Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance. | **ü** |  |