HILLINGDON
LONDON

J ob P r of ile A ugus t 2025

JOB TITLE: Tenancy Sustainment Officer

GRADE: SO2

POST NO: Post specific

JOB TIER: 5 (Non management)

DBS CHECK: Basic

DIRECTORATE: Homes and Communities

SERVICE: Homes and Neighbourhoods

Reports to: Neighbourhood Manager

Direct Reports: Nil

Indirect Reports: Nil

ROLE PURPOSE:

The main purpose of the role is to support residents in maintaining their tenancies and prevent homelessness. Also to foster strong personal connections with tenants to enhance engagement and reduce tenancy violations. Deliver a compassionate, attentive, and customer-oriented service in accordance with the Council's policies and relevant housing regulations. Empower disadvantaged and vulnerable residents to achieve the highest possible levels of independence and prevent homelessness.

The role will also focus on early intervention for tenants with vulnerabilities such as mental health issues, hoarding behaviours, and safeguarding concerns, ensuring tailored support and reducing crisis cases and the potential for tenancy failure. Working closely with Adult Social Care and Health, Children's Social Care, Repairs Planned Maintenance Officers, and the Council's Partners to ensure tenancies are sustained to avoid costly interventions and escalation.

The postholder will also support domestic abuse case work, working in conjunction with internal and external agencies to assess risk of victims of domestic abuse and implement safety measures and robust support package for victims. The postholder will maximise all opportunities for support to vulnerable tenants as part of managing and mitigating the risks of tenancy failure and impacting positively on unacceptable behaviours. Ensuring that breaches of tenancy are appropriately and proportionately responded to in the Council's capacity as a responsible social landlord.

A . J ob Des cr ipt ion

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1. Resident & Community Contribution

- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.
- Provide tailored support to tenants to help them sustain their tenancies.
- Conduct home visits and assessments as required to identify and address any issues that may affect tenancy sustainment.
- Collaborate with other services and agencies to provide comprehensive support to residents.
- Foster community engagement and participation in local activities, helping tenants to develop social networks and support systems.

2. People Management

- No direct supervisory responsibility however may be required to assist in the induction and training of peers and new employees.

3. Operational Service Delivery

- Work collaboratively with colleagues on the resettlement for all new Council residents, ensuring awareness of expectations and obligations, co-ordinating and leading on multi-agency working and undertaking advocacy to minimise potential for future tenancy breakdown and repeat homelessness.
- Provide a bespoke resettlement plan by undertaking a Needs Assessment, considering individual needs and circumstances, support needs and risks that may occur in the early stages of a tenant's tenancy.
- Ensure all households at the outset of their tenancy have viable rent payment arrangements in place and be the lead for ensuring the tenant clearly

understands their rent paying responsibilities and the consequences of non-payment.

- Where payment of rent is via Universal Credit or HB, work with the Welfare Benefits Officer's on submitting the claim together with supporting documentation. Undertake advocacy where required to process the claim promptly.

- Provide effective and efficient housing related support to domestic abuse clients in partnership with external agencies such as the IDVA service.
  - To assess and balance risk and protective factors within a legislative, best practice and policy framework.
  - To provide and present written and verbal reports to agencies such as MARAC which are concise, informative and based on analysis of complex evidence.
  - To undertake risk reduction interventions using a range of methodologies.
  - To utilise problem solving skills within the context of a professional relationship with residents and their families where appropriate.
  - To undertake DASH assessments as required.
  - Signpost to other services such as the Hillingdon Domestic Abuse Advocacy Service (HDAAS) as required.

- Ensure all households at the outset of their tenancy have utilities and Council Tax promptly set up and are linked into appropriate local provision e.g. GP's and schools.

- Deliver customised support to tenants, including guidance on budgeting, and managing household tasks, to help tenants sustain their tenancies.

- Create a personalised support plan for each tenant based on the needs and risks identified during the assessment.

- Manage a caseload of tenants, working with each to offer an individual and empowering service.

- To actively participate as part of a diverse team, ensuring a seamless, high-quality, and customer-centric service.

- Help tenants to fill out forms and secure grants, advocate for them with statutory, voluntary organisations, and direct them to additional support services when needed.

- Working closely with the Neighbourhood Manager to establish a robust network of connections with agencies, such as Housing Benefits, Government Agencies i.e. DWP, Social Care, Health, Employment & Training, and other support organisations and professionals.

- Promote community engagement and participation in local activities and initiatives, encouraging residents to build social networks and support systems.

- Work closely with the Neighbourhood Manager to facilitate and manage referrals to relevant statutory agencies, ensuring vulnerable individuals receive necessary support, and access to services.

- Help tenants maximise their income and manage benefits and budgeting issues by offering basic budgeting advice and signposting to other agencies.

- Ensure tenants understand and comply with their tenancy agreements and address issues related to tenure, such as preventing and recovering rent arrears and maintaining property conditions.

- Build trusting relationships with tenants, encouraging and supporting them to explore realistic options and make lifestyle changes needed to achieve positive outcomes.

- Provide immediate support and intervention in cases where residents are at risk of losing their tenancy, developing and implementing emergency plans to address urgent housing needs.

- Maintain accurate records of resident interactions and support provided, preparing regular reports on tenancy sustainment outcomes and service performance. Ensure all data is held in compliance with Data Protection and GDPR requirements.

- Engage with community groups and organisations to promote tenancy sustainment initiatives and participate in community events to raise awareness about housing support services.

- Empower residents to take an active role in managing their tenancies and improving their living conditions, providing guidance and support to help residents develop self-sufficiency and resilience.

- Attend tenant and resident meetings as required.

- Report any identified repairs, maintenance issues, health and safety hazards, customer enquiries, tenancy breaches, or vulnerabilities encountered during daily activities.

- Maintain professional boundaries at all times and identify and minimise all risks involved in lone working through risk assessments.

- Identify and raise safeguarding concerns as required and collaborate with social workers and other professionals to protect vulnerable adults and children.

- Work with colleagues across the service to ensure tenants are fully involved with shaping and developing the service.

- To make effective use of Housing Management Information systems for the purpose of maintaining records and obtaining statistical or performance information.

- Proactively track specified closed cases in line with the model of support to maximise service throughput and ensure efficient management of residual risk.

- Work with the Revenue and Charges Officer's to put in place Rent Payment Plans for tenants and monitor adherence to the plan by tenants.

- To share relevant information with appropriate agencies, when necessary, to support the safety, wellbeing, and protection of individuals and communities, in accordance with Data Protection and GDPR legislation.

4. Service Planning & Development

- Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.

- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels.

- Take part in training, development and service planning activities.

- Develop, maintain, and advance in-depth knowledge both through self-led learning and formal and informal training opportunities.

- To undertake outreach work across the borough, ensuring the service is accessible to all residents.

5. Financial & Resource Management

- Ensure all purchasing is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.

- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.

6. Service Improvement

- Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.

- Adopt continuous improvement whilst undertaking role functions.

- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.

- Contribute to the development and review of policies related to tenancy sustainment and homelessness prevention, ensuring compliance with relevant legislation and best practices.

- Maintain and awareness of the Social Housing Regulatory framework and related impacts on the provision of housing related support.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents, tenants and their representative bodies.

- External contact will be with Health, Police, Community and Voluntary Sector Organisations and other Partners such as DWP, Health, CNWL etc.

- Maximise the potential for effective networking and collaborative working with the Metropolitan Police, Community Mental Health Service and Drug and Alcohol Service in the context of tenancy breaches and risk of tenancy failure.

8. Additional Responsibilities

- Act as a specialist hub across Homes and Neighbourhoods and the wider Council in relation to the existence, availability and access to services which support vulnerable residents and in particular those services which support individuals who are at financial risk.

- When required and as part of flexible working – to work within other Services and Directorates in support of the Council’s overall objectives and projects.

- Adopt the professional characteristics of people working within the Housing Management Service as reflected in the Chartered Institute of Housing Professional Standards.

- Contribute to the outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Work closely with the Neighbourhood Manager to assess resident satisfaction with the support provided, using surveys and feedback to identify areas for improvement.

- Work closely with the Neighbourhood Manager to monitor the timely resolution of resident issues, ensuring that concerns are addressed promptly and effectively.

- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent housing services, which deliver value for money.

- Contribute to the delivery of the Tenant Satisfaction Measures (TSMs).

- Deliver the agreed Personal Appraisal Goals.

This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

B . P er s on Spec if ic at ion

Tenancy Sustainment Officer

This person specification will be used for recruitment to this vacancy of **Tenancy Sustainment Officer** in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	**ESSENTIAL**	**DESIRABLE**
Hold an appropriate qualification in relevant field: NVQ, Diploma, relevant degree or experience.		
5 or more GCSEs including English Maths (Grade C/level 4 or above).		
Evidence of continuing personal professional development.		
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL**	**DESIRABLE**
Ability and willingness to attend out hours meetings and visits to meet the needs of residents and the service.		
Full driving licence and use of a vehicle.		
3. EXPERIENCE	**ESSENTIAL**	**DESIRABLE**
Experience of working in a customer role delivering a responsive housing support service to vulnerable residents at risk of tenancy failure such as those experiencing domestic abuse.		

Demonstrable experience of managing a varied caseload of clients with a range of complex and underlying vulnerabilities and a lack of financial	□	
independence. which show an ability to positively motivate	□	
tenants in sustaining their tenancy. often in demanding and high-pressure environments.	□	
Experience of delivering creative to secure engagement by vulnerable and	□	
socially excluded residents. change who can build capacity, resilience and confidence as part of preventing and	□	
breaking the cycle of homeless. professional relationships both within the organisation and with external partners	□	
to	**ESSENTIAL** □	**DESIRABLE** □
Demonstrable understanding of facing vulnerable people with housing-	□	
related support needs. maintain a detailed knowledge base associated support networks linked to domestic abuse, mental health, drug and	□	
alcohol issues. applications and awareness of how IT can	□	
be used to improve efficiency and written and verbally with a wide range of stakeholders.	□	
Working in a team and understanding needs of teamwork.	□	
Be able to quickly react to changing emerging housing situations.	□	
Ability to stay empathetic, courteous, professional, even in challenging	□	
situations service.	□	
Sound working knowledge of Housing other relevant legislation.	□	

Ability to work independently, with supervision, using own initiative.		
Able to communicate clearly effectively, demonstrating good negotiation		
and problem-solving skills. development and self-learning.		
A positive attitude to new challenges and willingness to adapt quickly to change.		
Able to encourage Tenant		
Strong influencing, negotiating relationship building skills		
Excellent time management organisational skills		
Able to work confidentially appropriately with sensitive tenant related information.		
Understanding of risk assessing victims Domestic Abuse using the DASH Framework. Or willingness to attend training to gain the experience.		
Knowledge of statutory and sector support services for vulnerable individuals.		

Our values
Respect We appreciate what makes us different and include everyone. • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative We believe in the power of working together. • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient We deliver the best possible outcome by carefully managing our resources. • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity There is no gap between what we say and do. • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.
Open and honest We are transparent in the actions and decisions we take. • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.