

ROLE PROFILE

Tenancy Management Officer

Grade

G

Contract Type

Regional Worker

Operations Manager



Contracts Manager



Tenancy Management Officer



No Direct Reports

Department

Fix360



Damp & Mould

Role Overview

Lead on the delivery of an end-to-end generic tenancy management and safety compliance service across Your Housing Groups stock that will assist the Damp & Mould Team throughout the five regions.

This post is subject to a BASIC DBS check.

RESPONSIBILITIES

- Responsible for the delivery of housing management services. including the management of neighbourhoods and customer engagement, leading to successful and sustainable.
- Provide a high quality, customer focused service, covering all aspects of void and tenancy management including pre-termination visits, viewings with new applicants, welcome visits, tenancy changes, tenancy terminations, abandonments, assignments, left in occupation, mutual exchanges and enforcement of tenancy conditions.
- Undertake planned neighbourhood inspections, dealing with identified issues e.g. repairs, abandoned properties, fly tipping, vandalism, decants, access issues, hoarding etc.
- Provide customers with accurate and appropriate advice regarding the tenancy obligations of tenant and landlord and rights and responsibilities. Enforce the terms of the tenancy agreement where necessary.
- Manage low level neighbourhood issues, taking action to ensure cases are dealt with within agreed timescales, in partnership with other organisations.
- Enforce the terms of the tenancy agreement, including providing customers with accurate and appropriate advice about their rights and responsibilities in relation to their tenancy agreement and provide professional and useful information to the Tenancy Enforcement Officer to enable legal action to be taken when necessary.

Our values



Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.



Caring

We show kindness and consideration to our customers and each other.



Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Excellent customer service skills.
- ✓ Proficient in the use of IT systems.
- ✓ Good problem solving and negotiation skills.
- ✓ Proven planning, co-ordinating and organisational skills.
- ✓ Ability to be effective in a quickly changing environment.
- ✓ Good team working and relationship building skills.

ESSENTIAL REQUIREMENTS

- ✓ Good knowledge of best practice in safeguarding adults and safeguarding children.
- ✓ Experience of working with customers in one to one and group situations.
- ✓ Previous experience of working in a social landlord environment.
- ✓ GCSE Maths and English (or equivalent).
- ✓ Knowledge of the legal and regulatory framework of social housing and property / tenancy management with experience of delivering services that meet these requirements.
- ✓ Knowledge housing management services.
- ✓ Experience of compliance management, health, safety and risk.

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of own vehicle.
- ✓ Knowledge of damp & mould.
- ✓ Professional qualification in a relevant property / housing management discipline.

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