

Tenancy Management Officer

Grade

G

Service Manager



Regional Housing Manager



Tenancy Management Officer



None

Department

Housing
Management



Housing
Management

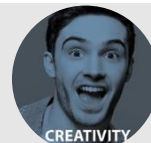
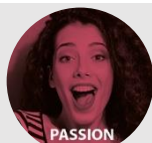
Role Overview

Lead on the delivery of end to end customer focused tenancy management, providing an effective tenancy management service, within a specific geographic area within Your Housing Group.

RESPONSIBILITIES

- Lead on the delivery of end to end customer focused tenancy management, providing an effective tenancy management service, within a specific geographic area within Your Housing Group.
- 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 eg untidy gardens, open areas, fly tipping, litter, graffiti, repairs, abandoned vehicles, abandoned properties, dog fouling, vandalism, etc.
- 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.
- Responsible for identifying and escalation of Anti-Social Behaviour (ASB) cases to the Tenancy Enforcement Officer.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Report and work collaboratively with key internal stakeholders on safeguarding incidents in accordance with the Group's Safeguarding policy and procedure, referring the customer at risk to relevant Agencies/Local Authority.
 - Lead on the delivery of neighbourhood plans, working with other colleagues and customers and work with the Customer Engagement Team on reviewing and improving plans on an annual basis.
 - Co-ordinate local intelligence gathering and formulate neighbourhood priority plans using the Customer Engagement Framework.
 - Attend Resident Meetings and Customer Involvement events, arranging and Facilitating Focus Groups, Service Excellence Forums and Resident Meetings.
- Identify and report any Health and Safety issues/breaches; undertake all compliance responsibilities in accordance with Policy and Procedures taking the lead for Gas Access management alongside Housing Assistants.
- Ensuring a flexible and proactive approach is taken to hours of operation, in order to establish and maintain contact with identified residents.
 - Respond to queries from Local Councillors, in respect of neighbourhood / tenancy management issues.
 - 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
- ✓ GCSE Maths and English (or equivalent)
- ✓ Previous experience of working in a social landlord environment
- ✓ Experience of working with customers in one to one and group situations
- ✓ Knowledge of the legal and regulatory framework of social housing and property / tenancy management with experience of delivering services that meet these requirements
- ✓ Experience of compliance management, health, safety and risk
- Knowledge housing management services

BENEFICIAL TO THE ROLE

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

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