Tenancy Management Officer

Grade	Contract Type
G	Regional Worker

Service Manger – Housing Operations
⬇
Regional Manager
⬇
Tenancy Management Officer
⬇
No Direct Reports

Housing and Customer Service

Housing Operations	➔	Region 1 – Liverpool Tower Blocks (6)

Role Overview

Lead on the delivery of an end-to-end generic tenancy management and safety compliance service across Your Housing Groups six high risk tower blocks in Liverpool, that is both brilliant and customer centric.
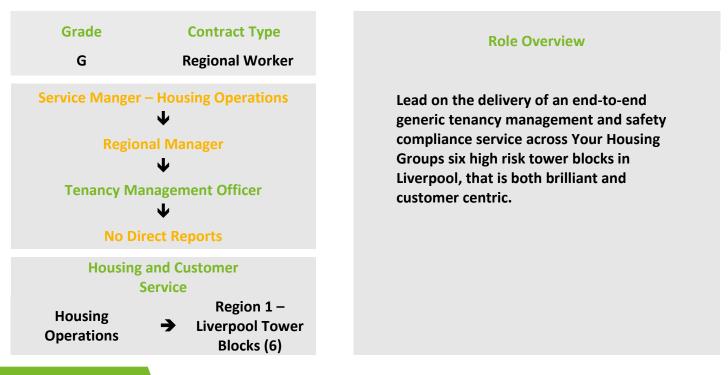
RESPONSIBILITIES

- Delivery of efficient customer centric generic housing management services and customer engagement activities to residents of the 6 high risk tower blocks in Liverpool, leading to successful and sustainable communities and customer outcomes.

- Conduct cross functional block inspections with building safety, compliance, and regeneration colleagues to monitor the five areas of responsibility in managing risk —identification, prevention, monitoring and detection, resolution, and advisory, ensuring we are complaint to legislation and regulation in respect of building safely and fire prevention.

- 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, referring, and escalating intelligence gathered reports to ASB legal officers to assist in taking any necessary legal action.

- Dealing with identified issues recorded on block inspections e.g., open areas, fly tipping, litter, graffiti, repairs, abandoned vehicles, abandoned properties, dog fouling, vandalism, timely, efficiently, and effectively in collaboration with site compliance officers and communal facilities agents.

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.

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

- Coordinate and support the 2 resident associations and any local community led priority neighbourhood initiatives, including follow on actions and requests for service. Support the various working groups throughout the year, along with various door knocking initiatives to ensure we keep to our customer connect pledges.

- 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 administrators and central compliance teams.

- Conduct tenancy audits of all households in each block, collecting and maintaining up to date information about customers and any changing circumstances to households, identified or reported support needs to understand our customer base, manage any potential risk accordingly and ensure the safety and wellbeing of our customers are paramount always.

- Report and work collaboratively with key internal stakeholders regarding safeguarding concerns in accordance with the Group's Safeguarding policy and procedure, referring the customer at risk to relevant statutory agencies.

- Undertake additional duties appropriate to the role and/or grade, such as a flexible approach to contractual hours, operating within different regions, and weekend work when required.

STRENGTHS

✓ Knowledge of the legal and regulatory framework of social housing and property / tenancy management with experience of delivering services

✓ Excellent IT skills with proficiency in Microsoft Office and proficient in the use of muti ICT channels

✓ Ability to effectively negotiate and collaborate with business stakeholders within the organisation

✓ Ability to work autonomously with minimal supervision & excellent relationship building skills

✓ Clear and articulate communication skills, both written & verbal and able to adapt your communication style accordingly to suit the audience

✓ Good problem solving and negotiation skills, with the ability to be effective and performance focused in a fast-paced changing environment

ESSENTIAL REQUIREMENTS

✓ Previous experience of working in a registered provider environment

✓ Ability to translate legislation, guidance etc, into practise

✓ Experience of compliance management, health, safety, and risk

✓ GCSE Maths and English (or equivalent)

✓ Experience of working with customers in one to one and group situations

✓ Demonstrable ability to meet targets in a performance focused environment.

- ✓ Full UK Driving License & use of a vehicle
- ✓ CIH or other relevant housing or building safety qualification

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