

ROLE PROFILE

Tenancy Management Officer

Grade

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Contract Type

Regional Worker

Service Manager



Regional Housing Manager



Tenancy Management Officer



No Direct Reports

Department

**Housing
Management**



**Housing
Management**

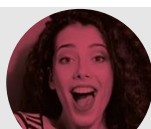
Role Overview

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

- 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 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 & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

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.

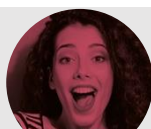
STRENGTHS

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

ESSENTIAL REQUIREMENTS

- | | |
|--|---|
| ✓ Good knowledge of best practice in safeguarding adults and safeguarding children | ✓ 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 working with customers in one to one and group situations | ✓ Knowledge housing management services |
| ✓ Previous experience of working in a social landlord environment | ✓ Experience of compliance management, health, safety and risk |
| ✓ GCSE Maths and English (or equivalent) | |

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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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