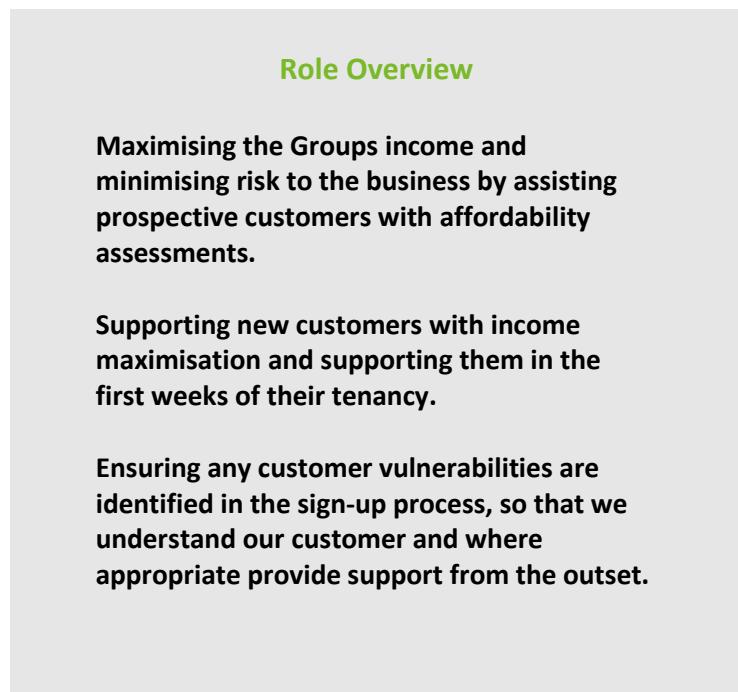
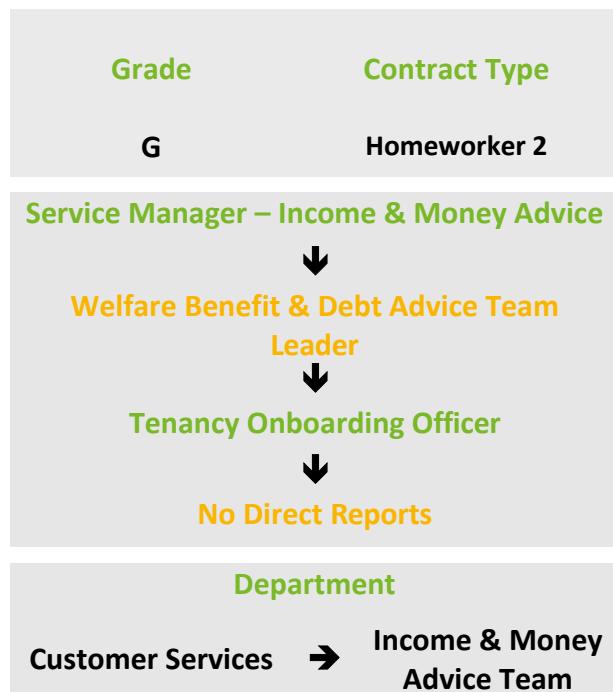


ROLE PROFILE

Tenancy Onboarding Officer



RESPONSIBILITIES

- Working with the lettings teams, conduct initial assessments of new tenants which will determine the affordability of any prospective letting.
- To sustain new tenancies by identifying potential high-risk tenants who may need additional support to maintain their new tenancy.
- To carry out benefit checks with new customers and identify customers struggling with budgeting.
- Provide direct support to individual tenants via a caseload and where necessary provide support through specific interventions such as budgeting advice, assisting with benefit claims, seeking our grant opportunities & furnishing provision where necessary.
- Work closely with partner organisations & local services to provide advice for a broad range of financial and benefit issues facing new tenants.
- Support the Welfare Benefits & Debt Advice team with triaging other Welfare Benefit cases, when needed.
- Undertake additional duties appropriate to the role and/or grade.

Our values


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

STRENGTHS

- ✓ Well-developed questioning, listening, influencing & negotiating skills
- ✓ Focused/target driven and thrive in a highly performance driven environment
- ✓ Ability to build and maintain relationships with internal and external partners/customers
- ✓ Good administrative, organisational and planning skills with an ability to acquire knowledge and grasp new concepts quickly
- ✓ Able to exceed targets and deadlines whilst working under daily pressure
- ✓ A strong communicator with a high level of attention to detail and enjoy working as part of a fast-paced income collection team

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of the welfare benefits system at advisor level
- ✓ GCSE Maths and English (or equivalent)
- ✓ Experience in dealing with challenging, and often vulnerable, customers

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License and use of own vehicle
- ✓ Understand how to achieve value for money outcomes
- ✓ Working knowledge of the arrears recovery process from beginning to end across a range of tenures, with experience of working in a demanding customer service environment