

## ROLE PROFILE

# Tenancy Onboarding Officer

### Grade

G

### Contract Type

Homeworker 2

Service Manager – Income & Money Advice



Welfare Benefit & Debt Advice Team  
Leader



Tenancy Onboarding Officer



No Direct Reports

### Department

Customer Services



Income & Money  
Advice Team

### Role Overview

Maximising the Groups income and minimising risk to the business by assisting prospective customers with affordability assessments.

Supporting new customers with income maximisation and supporting them in the first weeks of their tenancy.

Ensuring any customer vulnerabilities are identified in the sign-up process, so that we understand our customer and where appropriate provide support from the outset.

## 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



**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**

## 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