

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Tenancy Management Officer	Regional Housing Manager	Housing and Customer Services	Housing Management	G

<p>Job Purpose:</p> <p>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.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities

- 1.** Responsible for the delivery of housing management services. including the management of neighbourhoods and customer engagement, leading to successful and sustainable communities
- 2.** 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.
- 3.** 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.
- 4.** Manage low level neighbourhood issues, taking action to ensure cases are dealt with within agreed timescales, in partnership with other organisations.
- 5.** 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.
- 6.** Responsible for identifying and escalation of Anti-Social Behaviour (ASB) cases to the Tenancy Enforcement Officer.
- 7.** 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.
- 8.** 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.
- 9.** Co-ordinate local intelligence gathering and formulate neighbourhood priority plans using the Customer Engagement Framework.
- 10.** Attend Resident Meetings and Customer Involvement events, arranging and Facilitating Focus Groups, Service Excellence Forums and Resident Meetings.
- 11.** 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.

- 12.** Ensuring a flexible and proactive approach is taken to hours of operation, in order to establish and maintain contact with identified residents.
- 13.** Respond to queries from Local Councillors, in respect of neighbourhood / tenancy management issues.
- 14.** Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of the legal and regulatory framework of social housing and property / tenancy management with experience of delivering services that meet these requirements • Good knowledge of best practice in safeguarding adults and safeguarding children • Knowledge housing management services 	
Skills	<ul style="list-style-type: none"> • Excellent customer service skills • Proven planning, co-ordinating and organisational skills • Proficient in the use of IT systems • Good problem solving and negotiation skills • Ability to be effective in a quickly changing environment • Good team working and relationship building skills 	
Experience	<ul style="list-style-type: none"> • Previous experience of working in a social landlord environment • Experience of compliance management, health, safety and risk • Experience of working with customers in one to one and group situations 	

	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none">GCSE Maths and English (or equivalent)	<ul style="list-style-type: none">Professional qualification in a relevant property / housing management disciplineFull UK Driving License with access to own vehicle
People Management Responsibility?	No line management responsibility	
Budgetary Responsibility?	No Budgetary Responsibility	
Key Relationships (internal/external)	Your Housing Group colleagues at all levels. Residents, Local Authority departments, Voluntary Agencies, Police, Housing Benefit, Elected Members, Community Leaders, Other Registered Providers.	
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.		
Key Role Performance Indicators <ol style="list-style-type: none">All housing / neighbourhood management, lettings and ASB key performance indicators are delivered within the agreed % targetsAll Gas Servicing is completed to ensure that the company remains 100% compliant.Pre-Termination inspections are completed in accordance with the void procedure.Assured Shorthold Tenancy Visit are attended and completed in-line with company procedure and targets.Neighbourhood Inspections are completed in conjunction with customers and local stakeholders on an agreed frequency.Agreed resident engagement activity targets are met		
Date Role Profile Created/Updated:	February 2021	