 **Role Profile**

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| **Job Title** | Tenancy Services Officer | | |
| **Team** | Housing & Communities | **Grade** | S8 |
| **Reports to** | Tenancy Services Team Leader | | |
| **Date** | October 2024 | | |

**One Arun:**

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| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**  A logo of a chat  Description automatically generated |

**Overall job purpose:**

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| The Tenancy Services Officer is responsible for providing a holistic tenancy management service in general needs, sheltered housing and leasehold accommodation including anti-social behaviour, lettings and estate management, in line with council policies and procedures and statutory, and regulatory requirements.  This role involves addressing a wide range of tenancy-related matters, with a focus on supporting tenancy sustainment and providing a high-quality, customer-centric service which puts tenants and customer service at the heart of service delivery.  The Tenancy Services Officer works closely with other service teams and external partners to deliver a high standard of service in support of the Council’s aims and Service objectives, delivering against key performance standards in respect of tenant satisfaction, void turnaround times and customer service. |

**Key areas of focus:**

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| **Tenancy Management:** | |
| 1. | Manage a designated patch of properties within the Arun District, handling tenancy-related issues such as tenancy sign-ups, tenancy breaches, resident disputes and general tenant behaviour in line with council policies. |
| 2. | Provide proactive support to tenants at risk of tenancy failure and making referrals or signposting to the Tenancy Sustainment Officer, Income Recovery Officers, Financial Inclusion Officer and other relevant support services when it comes to a requirement of specialist support. |
| 3. | Engage in meaningful consultation with tenants and leaseholders on issues affecting their homes and neighbourhoods. This includes gathering feedback, facilitating events or meetings, and ensuring resident input is considered in housing management decisions. |
| 4. | Conduct regular home visits, tenancy audits, and inspections to ensure properties are well maintained and that tenants are complying with their tenancy agreements. |
| 5. | Manage introductory tenancies by conducting regular reviews, addressing concerns early, and assessing compliance to determine progression to secure tenancies. Proactive support will be provided to help tenants sustain their tenancies effectively. |
| 6. | Record, investigate and address all breaches of tenancy, including fully documenting all case management and customer contact. In line with policy and procedure make decisions on the most effective action to take including the preparation and serving of warnings and notices. |
| 7. | Make recommendations for enforcement action and assist with the preparation of court paperwork including witness statements. Attend court on behalf of the Council, including evictions where alternative solutions cannot be negotiated. |
| 8. | Respond to reports of tenant disputes and low-level ASB, working with the ASB team to investigate complaints and enforce tenancy agreements. |
| 9. | Liaise with other teams (e.g., Repairs, Income Recovery, Wellbeing, Communities, Housing Options) and external agencies to provide holistic support to tenants and ensure effective service delivery. |
| 10. | Respond to tenant enquiries, including Stage 1 complaints, MP and Cllr enquiries within required timescales, ensuring accurate records are kept of all interactions and that responses align with the council’s service standards. |
| 11. | Ensure regular estate/block inspections take place to identify potential issues, identifying improvements such as cleanliness or damage, and coordinate appropriate responses, including enforcement of council’s policies with relevant teams. |
| 12. | Ensure that tenancy audits and welcome visits are conducted in a timely and efficient manner, identifying any support needs or risks to tenancy sustainment. |
| 13. | Identify and report safeguarding concerns in line with council procedures, ensuring vulnerable tenants are supported and appropriate interventions are in place. |
| 14. | Deliver a high standard of customer service, ensuring tenants are treated with respect and empathy. Encourage tenant feedback and participate in initiatives that improve resident engagement. |
| 15. | Work closely with other members of the Tenancy Services team, attending team meetings, sharing best practices, and contributing to a supportive working environment. |
| 16. | Organise, lead and attend multi-agency meetings and case conferences as required, in relation to Housing tenants and property, representing the council, coordinating the involvement of internal & external partner agencies, when required. |
| 17. | Attend training sessions to remain up to date on legislation, policy changes, and best practices in tenancy management. |
| 18. | Lead by example by demonstrating professionalism, integrity, and a commitment to the One Arun culture framework, focusing on trust, communication, respect, and kindness. Foster an environment of teamwork, collaboration, and open communication. |
| 19. | Provide regular reports on performance and outcomes against agreed service standards and performance measures. |
| 20. | Support and participate in projects aimed at improving service efficiencies and enhancing customer experience. |
| 21. | Foster a customer-centred approach by contributing to excellent service delivery. Engage in resident-focused initiatives. Take ownership of customer satisfaction and contribute to a culture of excellence. |
| 23. | Utilise software systems and databases effectively to maintain accurate record-keeping. Support compliance with relevant Council policies, including GDPR, safeguarding, and health and safety standards. |
| 24. | Undertake any other duties as required by the Tenancy Services Team Leader to support the smooth running of the service. |

**Additional information**

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| 1. | Not responsible for staff. |
| 2. | No budget responsibility. |
| 3. | The postholder is expected to work to service delivery standards set by others. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications** | | |
| Hold or be willing to work towards a CIH Level 3 or equivalent qualification, demonstrating an understanding of housing management principles and practices. | x |  |
| Training in safeguarding and housing law is advantageous. |  | x |
| **Experience** | | |
| Proven experience in tenancy management, including handling ASB, lettings, and tenancy breaches. |  | x |
| Experience in conducting estate inspections and engaging in community events. |  | x |
| Experience in preparing legal documents and attending court on housing-related matters. |  | x |
| Experience in working with vulnerable tenants and promoting tenancy sustainment. |  | x |
| Proven experience of working under pressure and manage competing priorities. |  | x |
| **Abilities** | | |
| Ability to adapt to differing resident needs, including varying vulnerabilities. | x |  |
| Ability to assess situations, identify key issues, and develop effective solutions | x |  |
| Able to handle challenging situations and maintain professionalism under pressure. | x |  |
| **Knowledge** | | |
| In-depth knowledge of tenancy law and housing management best practices. |  | x |
| Ability to handle sensitive issues with tact and diplomacy. | x |  |
| Proficiency in using housing management systems and IT tools for case management and reporting. | x |  |
| **Behaviours** | | |
| **Consistency:** Maintains standards,  behaviours and fair decision making at work, correlating actions to opinions. | x |  |
| **Integrity:** Builds trust by meeting all commitments, demonstrates honesty and integrity and acts as a role model. | x |  |
| **Adaptability:** Ability to remain flexible and resilient when encountering new or different circumstances and identifying solutions. | x |  |
| **Transparency:** Openly and honestly conveys information as they know it. | x |  |
| **Inclusivity:** Considers the wider needs of  others when communicating and encourages tolerance and respect in others. | x |  |
| **Supportive:** Builds a supportive work environment by being available, actively listening and providing constructive advice or suggestions. | x |  |
| **Competencies** | | |
| **Collaborative working:** Pulls the team together, can work in collaboration internally/externally to achieve an end result. | x |  |
| **Communication (written/oral):** Able to communicate (sometimes contentious matters) clearly, appropriately and respectfully at all levels. | x |  |
| **Customer focus:** Able to gain insight into  customer needs to build and deliver solutions that meet expectations and maintain effective relationships. | x |  |
| **Initiative:** Is resourceful and able to work and make decisions with limited supervision. | x |  |
| **Working with stakeholders:** Displays Arun’s values and behaviours when interactingwith internal and external stakeholders, developing a  network of contacts. | x |  |
| **Influence:** Understands internal and  external politics and is able to wield influence effectively, tailoring actions to achieve the impact needed. | x |  |
| **Other** | | |
|  | Yes | No |
| Does this role require an **Enhanced** DBS (Disclosure and Barring Service) check? | x |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). |  | x |
| Is this a Politically restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work? |  | x |
| Does this role require a driver’s license and access to a vehicle? | x |  |
| Does this role attract an essential car user allowance? | x |  |
| Does this role attract a market supplement? |  | x |
| Does this role require a uniform? |  | x |