

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Landlord Services
Job Title:	Tenancy and Estate Management Officer
Grade:	E
Post Number:	Q077
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Tenancy and Estate Management Team Leader
Responsible For:	Nil
Key Relationships/ Liaison with:	• Customers – Including tenants and leaseholders. • Internal departments – Including Income Team, ASB Team, Repairs Team, Supported Housing Team and Tenancy Support Team. • External Agencies, both statutory and voluntary

Job Purpose

- To play a key role in ensuring the Council achieves its vision and business objectives in line with the Corporate Strategy
- To ensure that customers are at the heart of all services.
- To demonstrate a commitment to the development and implementation of the Council's involvement frameworks.
- To be an active participant within the Landlord Services Team and provide a high-quality tenancy and estate management service to all customers
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	To support a performance management culture focused on achieving key performance objectives.
2.	To take personal responsibility for the development and promotion of customer focused services, ensuring that all customers on our estates and in our communities receive an excellent service.
3.	To contribute to the development of Council and Service Area plans which meet the diverse needs, requirements and aspirations of customers.
4.	To contribute to a well-motivated and empowered team, support colleagues, and show mutual respect and understanding of each other's roles and responsibilities at all times.
5.	To positively represent Charnwood Borough Council by displaying a professional and responsible attitude at all times.

6.	To be responsible for maintaining effective liaison and partnership working with external and internal organisations.
7.	To be committed and sensitive to ensuring equality of opportunity in service provision for customers.
8.	To support a value for money culture that delivers continuous improvement throughout the organisation.
9.	To comply with the organisation's health and safety, equality, diversity and inclusion policies.
10.	To ensure that legal, statutory and any other relevant provisions governing or affecting services are strictly observed.
11.	To support the Principal Officer – Tenancy and Income Management and Tenancy and Estate Management Team Leader in providing an excellent customer focussed tenancy and estate management service.
12.	Take full responsibility for the tenancy and estate management of council dwellings for a designated housing area being the point of contact for all service users, partners and stakeholders.
13.	To actively support the Customer Engagement Team in promoting customer involvement and be responsible for estate walkabouts in the designated area.
14.	Establish and maintain a visible presence within your designated area; ensuring that our estates are regularly monitored and well maintained and reflect the needs and aspirations of the local community.
15.	To manage tenancies, ensuring compliance with tenancy conditions (excluding anti-social behaviour), undertaking preventative or enforcement action regarding breaches of tenancy where required. Preparation of legal documents and files to be authorised by the Tenancy & Estate Management Team Leader. Undertaking any work associated with tenancy changes, ensuring that all actions adhere to policies and procedures.
16.	Maintain accurate and comprehensive information on housing systems and house files.
17.	Work in partnership with other Council teams including the Income Team, Tenancy Support Team, Leasehold Team and Repairs Team to ensure tenancies are sustained, our homes and communal areas are well maintained and where support needs are identified that referrals are made so customers receive appropriate support when needed.
18.	Participate in and contribute to any reviews of tenancy and estate management strategies, policies and procedures.
19.	To participate in the development, implementation and successful delivery of tenancy and estate management team objectives.
20.	Provide office cover as per the rota, ensuring that the office is covered at all times and that visitors to reception are seen upon request within the agreed service standards.
21.	Working in partnership with the repairs team and compliance team to ensure that customers allow access for essential repairs to be carried out and to ensure we comply with our legal duties as a landlord (e.g. for their annual gas servicing visit) and support enforcement action where necessary.
22.	Work in partnership with the Allocations Team, Housing Needs Team and Housing Options Team to support the swift turnaround and letting of all void properties.
23.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
24.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Due to the nature of the role, it has been agreed that a Basic DBS check is an essential requirement.

Prepared by: Tenancy & Estate Management Team Leader

Date: 05 April 2024

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	Essential	Desirable
<u>Qualifications</u>		
Housing qualification e.g. CIH Level 2 certificate in housing practice or equivalent	✓	
<u>Experience</u>		
Experience working within a tenancy management team.	✓	
Experience in estate management.		✓
Experience in multi-agency working.	✓	
Experience in preparing legal documentation in relation to tenancy management issues.		✓
Experience in handling difficult customers in a compassionate and sensitive manner.	✓	
Experience of meeting customers face to face and in group meetings to achieve positive outcomes.	✓	
Experience in the use of a variety of IT systems.		✓
<u>Skills / Knowledge</u>		
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
Ability to make decisions, take the initiative and work under own direction.	✓	
Ability to plan and prioritise effectively in order to achieve targets and meet deadlines.	✓	
Knowledge and understanding of current and future tenancy and estate management issues.		✓

	Essential	Desirable
Knowledge and understanding of tenancy agreements and established estate management principles.	✓	
Ability to understand, interpret and fully apply prescribed processes in line with Council policy, including the application of sound judgement and discretion where required.	✓	
Ability to demonstrate an innovative approach to continuous customer development.	✓	
<u>Interpersonal Skills</u>		
Good interpersonal skills and a proven ability to communicate effectively at all levels both internally and with external partners.	✓	
Good written, networking and presentation skills.	✓	
<u>Other requirements</u>		
Must demonstrate awareness and understanding of equality issues and a commitment to implementing Charnwood Borough Council's Equality & Diversity Policy.	✓	
Must be flexible and be prepared to work outside normal office hours on occasion, according to the needs of the service.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
Must have access to a vehicle in order to be mobile across the borough.	✓	

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