

Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Tenancy and Leaseholder Services Officer
Job Reference	
Service	Local Housing Companies
Team	Loddon Homes
Location	Shute End / Hybrid
Reports to	Head of Housing Management
Responsible for	N/A
Grade	G8
Contract Type	Permanent
Hours	Full Time (30 + hours)

Main Accountabilities	
1.	Ensure all residents, regardless of circumstance, tenancy history or tenure, receive the best possible service from our housing service providers.
2.	Managing and supporting the relationship between tenants, leaseholders, and the Local Housing Companies through service assurance and performance monitoring with our partners.
3.	Drive continuous improvement in line with resident needs and landlord standards
4.	Advocating for residents within our landlord structure with particular focus on investigating service failures and coordinate appropriate responses with contractors.
5.	Build service delivery expectations that meet the regulatory demands of Consumer Standards
6.	Engagement is more than a tick box exercise. This role should identify what meaningful engagement means to our residents and formulate plans for implementing this into our daily practices.
7.	Drive forward, excellent, open and honest engagement with our residents. We should be able to reach our entire community whilst adapting our approach to ensure no residents are excluded.
8.	The post holder will be responsible for ensuring that our tenant related processes and service delivery: - Complies with statutory requirements,





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	Supports consultation and engagement processes
9.	Contribute to internal policy and procedure development related to tenancy and leasehold services.
10.	Responsibility for setting resident charges in relation to services provided and subsequent analysis of expenditure to make sure value for money is achieved for the benefit of all our residents.
11.	Daily management of shared ownership sales process
12.	Responsibility for the execution of an effective customer complaints journey
13.	Any other roles consummate of the post

Person Specification	Essential	Desirable
Qualifications	Degree level or relevant professional qualification or experience	Membership of relevant professional body
	Commitment to continual learning and improvement	
Technical Skills.	Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint, and Excel	
	Strong report writing skills	
	Ability to interpret performance data, resident satisfaction metrics	
	A solution-focused mindset with attention to detail and service improvement.	
	Experience of using Housing Management or CRM systems	
Knowledge	Extensive experience of working in a social housing setting	Experience of working within a local government setting
	Strong knowledge of social housing services and housing law (particularly tenancy and leasehold management)	
	Experience working with external contractors or service providers.	
	Working knowledge of service charges and leaseholder principles	
Skills	Ability to work collaboratively across teams and with external providers	



	Confidence in challenging underperformance and negotiating improvements	
	Strong organisational and workload management skills	

Purpose Details	
Service Purpose	The Local Housing Companies purchase high quality affordable, social and market homes for local people who become our tenants and leaseholders. We are committed to providing a good, responsive and respectful service for all our tenants and leaseholders. This is where the role holder can make a real difference to residents and how they feel about their home and their landlord.
Role Purpose	The majority of customer related services for Loddon Homes and its sister organisation Berry Brook Homes (Local Housing Companies) are delivered by our Managing Agent. This role is a complementary post that supports and enhances the front line services delivered to tenants and leaseholders. The role is designed to be adaptable, but as Tenancy and Leaseholder Services Officer you will be responsible for: - Ensuring that service expectations continue to be met, and if they aren't, find solutions for resolution - Stive for continued improvement of services through engagement, process, policy and legislative adherence - Use strong communication skills to build relationships with residents and internal and external partners. - Ensure ever growing resident satisfaction
Resident responsibility	Our focus on our residents can not be compromised. A clear, effective and structured approach to asset management plays an integral part in delivering tangible results for our residents, after all, who knows about the condition of their homes better than our residents do? Fundamental to this role is an understanding and a commitment to making our residents feel heard, respected and empowered about the home they live in. This will be achieved through: • Ensuring homes are suitable and safe for tenants • Working with tenant engagement teams to respond to feedback and concerns about housing conditions. • Involving residents in the decisions we make about their homes and giving them an opportunity to contribute and have choices.



Supervision and Relationships

Supervision Received	This post will receive supervision from the Organisational Development Business Partner.
Supervision Given	None
Contacts	The postholder will work closely with other members of the Organisational Development Team, but also collaboratively with the wider HR Team. In addition, they will build strong working relationships with managers across the Council, as well as other colleagues where they need to provide advice or guidance.

Resources/Budget Management

N/A

Special Requirements

N/A

Evaluation Declaration

Date of Evaluation:	
Evaluated by:	

