



Job Description and Person Specification

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|-------------------------------|---|----------------|
| Job Title | Tenancy Services Assistant | |
| Post Number | P2456 | JE Ref: |
| Grade | Grade 4 | |
| Other Payments | Casual Car User Allowance | |
| Job Family | Community Support and Delivery Level 2 | |
| Service | Housing | |
| Progression | Progression through the grade is dependent on performance against delivery targets, value, and behaviours | |
| Hours per week | 37 | |
| Accountable to | Senior Neighbourhood Management Officer | |
| Date created/ reviewed | May 2021/Updated May 2024/Updated March 2026 | |

JOB DESCRIPTION FOR TENANCY SERVICES ASSISTANT

Job Purpose

The postholder is a member of the Housing Team and is responsible for supporting the team in a range of administrative functions including allocating of enquiries from customers, maintaining and extracting data from housing systems.

The postholder is responsible for ensuring the efficient and effective management of information within the service and is the designated officer in the department for dealing with Freedom of Information requests and requests under The Data Protection Act 2018 and Environmental Information Regulations.

Accountabilities

1. To support in organising the housing shared documents and ensuring any paper documents are scanned and indexed appropriately and allocated to the correct work tray and/or workflow process.
2. To support housing team with routine enquiries from residents either in person, on email, web generated forms or by phone. Make onward referrals and signpost customers to various partner organisations where appropriate.

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| <p>3. To be the departmental lead officer in dealing with right to buy applications. This includes collating information from a variety of sources and liaising with colleagues in Asset Management, Estates, Legal Services and Shared Anti-Fraud Service (SAFS).</p> |
| <p>4. To be the departmental designated co-ordinator in dealing with requests for information under Freedom of Information and Data Protection Acts, and in other cases where necessary, such as disrepair claims. To collect information from the relevant sources and ensure information is sent in a timely manner and in accordance with legislative requirements.</p> |
| <p>5. Carry out a range of administrative functions, using various IT systems and databases, for the Housing team including supporting with the management of Homeswapper and noise recording software.</p> |
| <p>6. To support the Senior Neighbourhood Management Officer and Housing Officers with the decant process, including booking appropriate accommodation and monitoring ongoing cases.</p> |
| <p>7. To attend where necessary, resident engagement events. These events may be in the evenings and occasional weekends.</p> |

Demands

Physical Demands

- Ability to work within an office and at home (hybrid working)
- Ability to travel between different sites
- Ability to work outside when necessary for joint visits and resident engagement

Mental Demands

- Ability to work within organisational and departmental policies and procedures
- Ability to plan own workload considering demands and pressures on the service and adapt to changes if emergencies arise.
- Ability to problem solve and suggest improvements to processes and procedures because of customer feedback and experience of the role.
- Ability to communicate clearly and in a variety of forms
- Ability to interpret and analyse data in a range of forms including numeric and written.
- Ability to concentrate on tasks and be flexible when interruptions from colleagues or residents are necessary.
- Ability to meet deadlines and targets.

Emotional Demands

- Ability to deal sensitively with customers who are experiencing high levels of stress and social or health related problems.
- Understanding and sensitivity to confidentiality data protection and safeguarding.
- Excellent communication skills
- Ability to remain calm and empathise with customers.

Working Conditions

The post will be working in an office environment for the majority of the time. However the postholder will be required to work at outside events and visit residents in their homes, this could entail visiting properties which are in poor condition and PPE may be required.

Other Employment Requirements

The postholder may be required to attend evening or weekend meetings or events.

Attend joint off site visits to homes or estates with housing staff when required.

Occasional driving and access to a car insured for business purposes.

To be available outside normal working hours to support departmental responsibilities in accordance with the corporate Emergency Planning and Business Continuity arrangements.

This is suitable for hybrid working.

Method of Assessment Codes

| | | | | | | | | | | | |
|---|------------------|---|-------------------------------|---|-----------|---|----------------------|---|-----------|---|-------|
| A | Application Form | T | Tests (online / at interview) | R | Reference | D | Documentary Evidence | I | Interview | O | Other |
|---|------------------|---|-------------------------------|---|-----------|---|----------------------|---|-----------|---|-------|

ROLE SPECIFIC PERSON SPECIFICATION TENANCY SERVICES ASSISTANT

| Criteria | | Essential | Desirable | Assessment |
|------------------------------|------------------------|-----------|-----------|------------|
| Values and Behaviours | | | | |
| | We are Customer Driven | X | | I, T, R |
| | We Care | X | | I, T, R |
| | We are Confident | X | | I, T, R |

| | | | | |
|-----------------------|--|---|---|---------|
| | We Work Together | X | | I, T, R |
| | We are Trusted | X | | I, T, R |
| Qualifications | | | | |
| Q1 | Educated to GCSE grade 9-4 or A-C in maths and English or equivalent. | X | | A,D |
| Q2 | Housing Qualification e.g. Certificate in Housing Practise. | | X | A,D |
| Knowledge | | | | |
| K1 | Knowledge of housing law, and the landlord responsibilities towards tenants and the wider community | | X | A,I |
| K2 | A commitment to and an understanding of Equality and Diversity requires of local government. | X | | A,I |
| K3 | Knowledge of legislation related to freedom of Information and Data Protection | X | | A,I |
| K4 | Knowledge of Windows software, including Outlook, Word and Excel packages and confidence in their use. | X | | A,T |
| Experience | | | | |
| E1 | Experience of working as part of a team in a public facing role. | X | | A,I |
| E3 | Computer literate with working knowledge of Microsoft Office Suite | X | | A,T |
| E4 | Experience of working in a busy office environment and managing workload with interruptions. | X | | A,I |
| E5 | Understanding of and commitment to tenant involvement and consultation. | | X | A,I |
| E6 | Experience of working within policies and procedures | X | | A,I |
| E7 | Experience of working in the social housing sector | | X | A |

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#)