



<b>Tenancy Management Officer</b>	
<b>Department:</b> Supported Housing	<b>Reports to:</b> Senior Supported Housing Manager
<b>Direct Reports:</b> None Currently	
<p><b>Main purpose of the Job/Summary of Role</b></p> <ul style="list-style-type: none"> <li>• As a supported housing officer you will ensure that a high quality, sensitive and efficient supported housing management service is delivered to tenants across your allocated patch in accordance with organisational policies and procedures.</li> <li>• You will be responsible for; ordering and managing repairs, assessments and lettings, voids management, and dealing with tenancy related issues.</li> <li>• You will liaise closely and work collaboratively with other organisations that provide support to tenants living in the properties that you have been allocated to manage and directly provide low level housing related support to tenants where there is no support provider.</li> </ul>	
<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Minimise voids loss by efficiently managing the void turnaround process ensuring that voids are ready to let within target timescales.</li> <li>• Manage and control voids by checking properties on a regular basis and, in the case of suspected abandonment or unauthorised occupation, implementing the related procedures to terminate the tenancy.</li> <li>• Work collaboratively with support providers to generate referrals, arrange viewings and carry out joint assessments to ensure suitability for the service or accommodation being referred to.</li> <li>• Take responsibility for the allocation and sign up process in consultation with partner agencies, ensuring that tenant selection complies with any contractual arrangements or nomination agreements.</li> <li>• Explain the terms of the occupancy agreement to new residents and support them to understand their rights and obligations under that agreement.</li> <li>• Induct the resident into their new home explaining equipment use, contact points for emergencies and the occupants' responsibilities with regard to health &amp; Safety, and carry out a follow up home visit within a maximum of 28 days.</li> <li>• Maximise receipt of rent and service charge income by ensuring that housing benefit claims are set up and maintained, monitoring rent accounts and taking steps to recover arrears including; liaison with housing benefit, tenants and support providers.</li> <li>• Provide low level housing related support to residents at risk of losing their tenancies and where appropriate work with other involved parties to prevent evictions, including attendance at multi-disciplinary team meetings and sign-posting to other agencies for advice.</li> <li>• Take formal tenancy enforcement action where required including issuing notices, monitoring compliance and seeking legal advice and support from the SSHM and attending court when required.</li> <li>• Liaise and work with support providers on such issues as unauthorised occupancy /abandonment/squatting, harassment, domestic violence, neighbour nuisance and anti-social behaviour adopting a joint approach that seeks to sustain tenancies where possible.</li> <li>• To ensure that all administration connected with tenancy termination is completed and all systems updated.</li> <li>• Carry out regular property inspections; report repairs identified and be pro-active in following up to ensure completion and where the standard of work is inadequate escalate to the landlord.</li> <li>• Carry out H&amp;S functions, for example, fire alarm testing, water hygiene checks and regular H&amp;S inspections and take the necessary follow up actions.</li> <li>• Follow up actions required from fire risk assessments carried out within agreed timescales liaising with the landlord as necessary and ensuring flash cloud is fully updated.</li> </ul>	

- Plan service charge expenditure for your sites and purchase furniture and equipment within the allocated budgets consulting with tenants and support providers where appropriate.
- Work with the SSHM to monitor service charge expenditure for your patch and assist with producing service charge calculations at annual review.
- Direct and monitor the performance of contractors (e.g. gardening, cleaning) to ensure that the communal areas are clean and inviting for tenants and visitors at all times and that a high standard of cleanliness is maintained.
- Where appropriate direct the caretaker service to ensure that an efficient and cost effective repair service is delivered to tenants.
- Report any concerns relating to safeguarding using organisational procedures.
- As a minimum carry out an annual property audit across all properties on your allocated patch.

**Scope/Additional Responsibilities**

- Promote and implement the Outward Equal Opportunities Policy in all aspects of your work and dealings with outside bodies.
- Comply with Outward's health and safety policy and contribute to good health and safety practice as appropriate.
- Attend such training courses, conferences and meetings as required.
- To be available to attend occasional evening and weekends meeting and out of hours emergencies.
- Undertake any other duties commensurate with the general level of responsibility of the post as required by the Tenancy Management Officer.

## Person Specification

### Tenancy Management Officer

Criteria	Essential
Skills	<ul style="list-style-type: none"> <li>• Ability to build and maintain positive relationships with a range of internal and external partners.</li> <li>• Ability to write clear, concise letters and reports</li> <li>• Ability to plan and organise own workload and meet deadlines</li> <li>• Good IT skills</li> </ul>
Knowledge & Experience	<ul style="list-style-type: none"> <li>• Experience of general administration and record keeping including electronic records.</li> <li>• Ability to develop collaborative working relationships that promote joint working, best practice and consistency of service delivery.</li> <li>• Experience of providing a supported housing service to vulnerable tenants either through working for a housing association, a local authority or a voluntary organisation.</li> <li>• Experience of effectively managing and responding to complaints.</li> <li>• Experience of managing tenancy breaches including anti-social behaviour.</li> <li>• The ability to provide welfare benefit and debt management advice</li> <li>• The ability to carry out assessments and liaise with support providers to agree the prospective tenants' suitability for the service being referred to.</li> <li>• The ability to attend court and represent the landlord at DIY possession hearings.</li> <li>• Experience of voids management and working to achieve targets.</li> <li>• Experience of carrying out property inspections, identifying building defects and liaising landlords and contractors to ensure repairs are carried out to the required standard.</li> <li>• Ability to establish and monitor housing benefit claims and negotiate arrears repayment agreements with tenants.</li> <li>• Ability to monitor and plan service charge expenditure.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• An understanding of and, commitment to equality to equal opportunities in service delivery and employment.</li> <li>• A good understanding of the supported housing sector and the delivery of housing related support.</li> <li>• An understanding of and commitment to resident consultation and involvement</li> <li>• The ability to work both as part of a team and independently.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Knowledge of current housing legislation</li> </ul>