



# Role Profile

## January 2017

<b>Job Title:</b>	<b>Tenancy Support Officer</b>
<b>Reports into:</b>	Neighbourhood and Customer Services Manager
<b>Direct Reports:</b>	None
<b>Department/ Location:</b>	Stockwell
<b>Disclosure Level:</b>	Basic
<b>Role Purpose:</b>	Provide high quality, customer focused estate-based housing and tenancy management services for tenants.

### Key accountabilities

- Support the Neighbourhood Services Officers to manage a defined patch of properties, providing day-to-day tenancy management services for SW9 Community Housing on behalf of Network Homes.
- Work with current Neighbourhood Services Officers to meet all new tenants with the purpose of:
  - explaining and promoting the full range of services available
  - explaining the role of SW9 CH and also Network Homes as landlord and
  - explaining the responsibilities of residents benefiting from the occupation of social housing.
- Liaise with Network Homes and other agencies to ensure opportunities for joint working and common standards across tenure are identified and maintained.
- Help our Neighbourhood Services Officers complete 6 week settling-in visits to make sure the tenancy can be sustained.
- Ensure that management of void properties is carried out in line with SW9 CH's Allocation Policy and Voids Procedures, to minimise void rent loss and other costs.
- Manage the allocations process including nominations, mutual exchanges and transfers ensuring the voids and lettings systems are maintained on Northgate.
- Arrange and co-ordinate the decant process; liaising with the Neighbourhood Services Officers ensuring that decant and downsizing payments are processed.
- Review starter tenancies within specified timeframes.
- Manage the Council Tax Exemption scheme within the 72 day deadline to ensure the organisation maximises income.
- Collaborate with colleagues within SW9 CH and Network Homes to identify issues for resolution within an appropriate timescale and involve residents in the process.
- Process all P2P invoices including Council Tax and raise purchase orders.
- Identify and provide support to vulnerable residents, ensuring good links with support networks and the co-ordination of services to address needs or problem issues.
- Be the lead safeguarding officer for SW9 CH by ensuring we are adhering to the Safeguarding Policy and making referrals to the relevant agency.
- Encourage residents to attend and participate in resident group or panel meetings and activities.
- Identify and encourage community leadership and responsibility and inviting feedback and participation on service delivery.
- Undertake regular tenancy audits to ensure the appropriate use of dwellings and take action to deal with breaches of conditions of tenancy and recover dwellings from unauthorised occupants.
- Provide high quality service and support to those experiencing anti-social behaviour and

<p>hate crime including domestic violence issues. Investigate all ASB cases ensuring action plans and evidence are in place in the event court action is pursued.</p> <ul style="list-style-type: none"> <li>• Maintain regular contact with agencies and partners to create safer and stronger communities, making referrals for support where appropriate.</li> <li>• Collaborate with partners and agencies specifically in regard to safeguarding the welfare and interests of children and young people in the prevention of homelessness by early intervention.</li> <li>• Provide performance information and other statistical data as required for management and other purposes.</li> <li>• Undertake monthly block inspections in line with the new estates monitoring inspection policy and procedure</li> <li>• Provide cover within the Neighbourhood and Customer Services department including facilitating a response to the out of hour's emergencies when required. Assist in the training of other members of the team.</li> <li>• Respond to members, residents and customers on enquiries and complaints including drafting reports as required.</li> <li>• Assist with resident involvement activities, ensuring that residents participate in setting, managing and monitoring service standards for the neighbourhood to the level in which they want to be.</li> <li>• Represent SW9 CH at all resident /focus groups within the neighbourhood including outside of usual office hours.</li> <li>• Actively promote Customer Service Standards and the delivery of high quality services.</li> <li>• Inspire and be a role model, consistently demonstrating the SW9 CH culture and values.</li> <li>• Attend evening meetings and other community events as required.</li> </ul>
<p><b>Standard Responsibilities</b></p>
<p>Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:</p> <ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Health and Safety</li> <li>• Data Protection, privacy and use of IT resources</li> <li>• Regulatory standards and probity</li> <li>• Risks and internal controls framework</li> <li>• Human Resources policies and procedures</li> <li>• Equality and diversity</li> </ul>
<p><b>The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service.</b></p>
<p><b>Contacts - External/Internal</b></p>
<ul style="list-style-type: none"> <li>• Resident groups</li> <li>• Managers and staff within SW9 CH and across departments within Network Homes</li> <li>• Local Authority</li> <li>• SW9 CH Board Members</li> <li>• Contractors and Service Providers</li> <li>• External Agencies e.g. Police</li> </ul>

## Person Specification

### Education

- A good standard of education commensurate to the role.
- A housing qualification is desirable.

### Knowledge and skills

- Knowledge of social housing sector.
- Knowledge and understanding of best practice and regulatory framework within which Registered Providers operate.
- Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility
- Excellent administrative skills to manage a diverse workload and ensure effective management of the patch
- Ability to meet deadlines and plan and deliver a range of different activities
- Ability to validate information and show attention to detail
- Excellent verbal, listening and written skills to understand and respond to issues raised by a wide variety of customers and callers.
- Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility
- Experience in supporting vulnerable customers
- Experience in managing safeguarding cases.
- Excellent analytical skills to identify a range of issues from information gathered
- A practical knowledge of housing management systems.

### Experience

- 2 to 3 years' experience in a similar role within social housing
- Experience of delivering effective neighbourhood and tenancy management services
- Experience of managing and resolving ASB issues
- Experience of housing management and CRM systems. Experience of Northgate is desirable.
- Experience of dealing with complaints and difficult situations.
- Experience of working with external/agencies partners including a range of statutory and non-statutory agencies.

### Competencies

**We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-**

**Hungry** – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

**Accountable** – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

**Respectful** – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly

- Self aware: I put myself in others' shoes and understand how my actions impact on others

**Together** – I am proud to be one team

- Positive: I talk positively about SW9 CH as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference