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**Tenancy Officer (Ref: 001252)**

**Reports to: Tenancy Team Manager**

**Responsible for - Directly: None**

**Total staff managed: None**

**Working environment: Office based with site inspections/visits.**

**Working hours: Full time (37 hours per week)**

**Permanent post.**

**Purpose of role:**

• First point of contact with tenants offering advice and support to enable them to maintain their tenancy

• Ensure tenancy conditions are maintained undertaking initial interventions to assist Housing Officers to take remedial action as appropriate.

• Minimise void re-let timescales and deliver quality homes for new tenants.

**Key result areas:**

**Corporate responsibilities**

• Understand the Corporate Plan priorities and values and contribute to the delivery of these in the provision of high quality services to customers.

• Actively promote equal opportunities and value diversity as both an employer and as a direct service provider, fostering a culture of fairness, equality and respect.

**Operational responsibilities**

• Visit tenant(s) in their homes and carry out Tenancy Reviews for compliance with their tenancy conditions including assessing the condition of the property; identifying support needs and discussing any breaches with them.

• Undertake informal garden breach investigations.

• Administer the void management process liaising with other departments (including GYN) and other organisations to minimise void turnaround period.

• Undertake accompanied viewings of void properties with perspective tenants providing comprehensive area and organization information.

• Take applications, maintain a register and allocate garages.

• Report repairs and defects to properties and communal areas through Love Clean Street App, liaising with Asset Management Team.

• Receive enquiries from customers resolving where possible to support early resolution or initiating processes & sign posting.

• Receive process/verify requests from both tenants and other sections within the authority in respect of internal transfers; mutual exchanges and changes to existing tenancies. Making recommendations and completing processes including amending/updating computerised systems and notifying tenants and other sections of those changes.

• Undertake tenancy end visits providing information about how a property should be returned to the council to avoid recharge costs.

• Liaise and work in partnership with other sections and departments of the Council; support agencies; Social Services; Health Authority; other statutory bodies; voluntary organisations and tenants' groups.

• Arrange access to tenant’s properties on behalf of GYN and other contractors as required.

• Identify suggestions for estate improvements for consideration by the Asset Management Team.

• Act as an ambassador for GYBC, promoting the organisation in a positive manner supporting the delivery of resident engagement, identifying; recruiting and working with Community Reps.

**Note:** Although a Tenancy Officer may be allocated a defined office, he/she may be assigned any other office on either a temporary or permanent basis, at the discretion of Tenancy Services Manager.

**The above may change subject to consultation with the post holder.**

**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.**

**Person Specification**

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| **Tenancy Officer (Ref: 001212)** | |
| **Experience/**  **Knowledge** | Background in housing related service – public sector housing, or private sector dealing with tenancy related issues and compliance with the tenancy agreement.  Technical terms used in the building industry.  Using mobile devices and computerised management systems including outlook (excel & word).  Dealing with public in conflicting situations.  Lone working.  Understanding of welfare benefit system. (Desirable)  Understanding of our legal system and local authority powers. (Desirable) |
| **Qualifications** | Good standard of education, 3 GCSE’s grade ‘C’ or above, preferably in English and Mathematics.  CIH Level 3 qualification (Housing Practice) or significant experience in a housing related service.  Willingness to undertake the ‘A Practical Insight into the Risk Management of Trees for Outdoor Learning and Site Management’ certificate, if not already held.  Evidence of CPD.  BTEC Level One Award in Antisocial Behaviour Awareness. (Desirable) |
| **Competencies** | Good organisational skills.  Good communication skills oral and written.  Good interpersonal skills, able to negotiate.  Using of computerised systems.  Ability to deal with tenants, officers or councillors tactfully in difficult situations. |
| **Personal Qualities and Attributes** | Calm even under pressure and in stressful situations.  Understanding, caring and helpful nature.  High level of commitment and enthusiasm and desire for job satisfaction.  Desire to do work to a high standard and help others.  Enthusiastic and enjoys a busy work environment.  Interest in community engagement. Working in an area of deprivation and ability to relate to vulnerable tenant’s support needs. |
| **Behaviours** | Effective communication  Working together  Taking personal responsibility  Putting Great Yarmouth first  Respecting others  People focused  Embracing change |
| **Personal**  **Circumstances** | Flexible approach to working hours and duties in different locations.  Own transport and driving licence. |