

JOB DESCRIPTION – NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	Tenancy & Estate Management Team Leader	Post Ref.:	
Section:	Tenancy & Estate Management	Grade:	11
Responsible to:	Tenancy & Estates Manager		
Responsible for:	Tenancy & Estate Management Supervisor, Sheltered Housing Supervisor; Tenancy Officers, Gypsy/Traveller Liaison Officer		

JOB PURPOSE

To deliver an efficient and effective day to day operational Tenancy & Estate Management service, Tenancy Sustainment service, Sheltered Housing Wardens service, and Gypsy/Traveller service.

Overall responsibility for the administrative/clerical functions for the service.

To assist in developing the strategic direction for the service, ensuring aims and objectives are agreed, implemented and delivered upon.

PRINCIPAL WORKING CONTACTS

Head of Housing & Communities
Head of Service (Housing)
Head of Service (Communities)
Other Managers and Team Leaders within Housing & Communities
Senior Officers of other Council Departments
Other staff of the Department and the Council
Tenants service users
Outside agencies and organisations
Elected Members/Members of Parliament.

MAIN DUTIES

Deputise for the Tenancy & Estates Manager, as required.

Responsible for overall recruitment and selection, induction, absence management, discipline, competency, performance review and development and review training needs for your team.

Lead the continued development of the Tenancy & Estate Management, Tenancy Sustainment, Sheltered Housing Wardens, and Gypsy/Traveller services, identifying and implementing innovative approaches to improve service delivery.

In collaboration with the Tenancy & Estates Manager, develop and implement a Tenancy Sustainment Strategy, including associated policies, procedures, and performance monitoring frameworks.

Be responsible for the efficient and effective delivery of the Tenancy & Estate Management, Tenancy Sustainment, Sheltered Housing Wardens, Gypsy/Traveller, and associated

Caretaking/Concierge services.

Manage and supervise staff, including recruitment, allocation of duties, performance management, staff development, training, and the handling of disciplinary and grievance matters.

Assist in the management of service budgets, advise on spending priorities, identify external funding opportunities, and prepare funding bids where appropriate.

Ensure compliance with agreed policies, procedures, legislation, and service standards, including health and safety requirements and personal risk assessments.

Develop and review policies and procedures to reflect legislative changes and support:

Effective referral and liaison with partner agencies.

Monitoring of caseload progress and service outcomes.

Management of Short Scottish Secure Tenancies, including statutory notices and tenancy conversions.

Maintain robust performance management arrangements, including workload monitoring, service performance indicators, records, databases, files, statistics, and reporting systems.

Investigate and respond to enquiries, complaints, and requests for information from councillors, elected members, MPs, MSPs, tenants, residents, and other stakeholders.

Represent the service at internal and external meetings, including Community Planning Partnership meetings, and develop effective working relationships across the Council and partner organisations.

Provide leadership and direction within the service, contributing to service planning through the annual setting of objectives, targets, and development priorities.

Ensure the effective provision of estate management services, including timely completion of tenancy and estate inspections, resolution of related issues, and delivery of regular area walkabouts with tenant and resident groups, elected members, and relevant Council departments.

Ensure effective responses to all verbal and written enquiries and provide specialist advice and reports to Council officers, elected members, MPs, and MSPs as required.

Assist in the development, monitoring, and achievement of service performance targets and continuous improvement initiatives.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Tenancy & Estate Management Team Leader

DIVISION/DEPARTMENT SECTION: Tenancy & Estate Management Service

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	HND/SVQ4, or equivalent in a relevant subject area, or significant relevant experience in Housing Services	Degree level education in Housing or other relevant subject. CIH level 4	Application
RELEVANT WORK/OTHER EXPERIENCE	Experience of leading and motivating a team Relevant Housing Experience including a period of relevant supervisory experience Knowledge of relevant housing legislation Working knowledge of Microsoft packages, including Officer365, Teams, Word, Excel	Experience in similar work elsewhere Experience in antisocial work	Interview
PARTICULAR SKILLS/ABILITIES	Excellent communication skills written & oral Good presentation skills Problem solving skills. Negotiating skills Organisational skills. Able to lead multi-functional team Leadership skills Able to work with minimum supervision	Working knowledge of the Care Inspectorate/SSSC requirements Able to demonstrate a track record of achievement in managing change Ability to network effectively with other agencies	Application Interview References
PERSONAL QUALITIES	Commitment to quality services and meeting customer requirements Able to display empathy Impartiality of judgement Calm under pressure Flexible approach to work		Interview References

ANY ADDITIONAL JOB RELATED REQUIREMENTS	Willingness to work out of hours as required Member of PVG Scheme or willingness to become a member of the PVG Scheme with satisfactory Scheme Record and/or Scheme Record Update		Interview References
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