JOB DESCRIPTION - NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	Tenancy Assistant	Post Ref:	
Section:	Tenancy & Estate Management Service	Grade:	6
Responsible to:	Tenancy & Estate Management Supervisor		
Responsible for:			

JOB PURPOSE

Assist with the administrative/clerical function of the District Office and the provision of a comprehensive, flexible front line advice and information service to customers.

Provide a comprehensive support service to the Tenancy Officer by assisting in the delivery of services to tenants, residents, customers, and their representatives; work in partnership with internal and external agencies on all functions delivered by the Neighbourhood Services Housing Team, and in particular, those related specifically to all Tenancy Management, Estate Management and Tenancy Sustainment issues.

Support the Tenancy Officer take a lead role in identifying vulnerable tenants and then co-ordinating the provision of ongoing support to enable them to sustain their tenancy.

PRINCIPAL WORKING CONTACTS

Tenancy & Estate Management Supervisor for immediate supervision and allocation of duties
Tenancy Officers for support, guidance and assistance on matters relating to the function of the post
Other staff within the Neighbourhood Services Housing Team
Other colleagues within Housing & Communities and Neighbourhood Services Division
Council tenants, members of the public on all matters related to the function of the post
Other Customer Service Team members.

MAIN DUTIES

Provide tenants and the general public with information on specified Council functions and deal with all customer enquiries promptly and proactively ensuring, wherever possible, that these are dealt with fully during the first contact.

Ensure the provision of appropriate advice and information to the highest standards on all matters related to the services delivered at local level within the Neighbourhood Services Housing Team and, in particular, those related specifically to all Tenancy Management, Estate Management and Tenancy Sustainment issues.

Provide a customer services function by processing queries from tenants, members of the public and other sources utilising electronic information systems.

Maintain ownership of queries until they are resolved or passed to specialist areas and work with these areas to ensure a high quality of service is provided at all times.

Promote Dundee City Council in a positive manner.

Ensure the signing process for new tenants is carried out timeously and in accordance with Council policy and procedures and to minimise voids.

Assist the Tenancy Officer in ensuring contacts with tenants at identified key stages in the customer journey, ie readiness for a tenancy, pre allocation visits, viewings, sign ups, new tenant visits and ongoing risk assessments as required to promote tenancy sustainment.

Provide administrative support on all matters related to those functions, and specifically to all Tenancy Management, Estate Management and Tenancy Sustainment issues.

Using the RAG Assessment Tool, assist in the identification of any potential support needs for vulnerable clients and prepare referrals to other bodies and partner agencies as appropriate. Liaise with the Tenancy Officer re progress until the matter is concluded.

Carry out tenancy inspections and produce reports/documents, using relevant software packages as required.

Investigate, respond and report on complaints raised by tenants and service users, their associations, elected members and other relevant parties.

Generate practical solutions to problems, analysing problems individually and collectively, making sound decisions and taking action to deliver solutions.

Develop and maintain productive working relationships with staff in other departments and have an awareness of other services, to facilitate the provision of an effective, customer focussed service.

Interview tenants and residents gathering information, assessing circumstances individually or by collaborative assessment and take appropriate action as required.

Provide advice to others in this regard and work in partnership with relevant personnel to seek solution and make decisions, when required.

Participate in and contribute to multi-agency and partnership working including case conferences.

Liaise with and provide advice to tenants, residents groups, customers, and other parties in regard to the work of the Tenancy & Estate Management Service.

Assist with effective estate supervision by monitoring, maintaining and seeking to improve the condition and appearance of the area including all closes, front and back areas, bin stores, communal areas and public spaces.

Be proactive in highlighting improvement opportunities within the cluster area and participate in environment projects.

Establish and maintain, in conjunction with the Communities Team, close links and regular contact with local tenants/residents and tenants/residents groups as to the general condition/appearance of the area.

Participate in area walkabouts along with representatives from local tenants/residents groups, local elected members and other relevant Council Departments to monitor the area.

Provide information and reports to Elected Members, MPs and MSPs, when required.

Collect, prepare, and present statistical and analytical information as required.

Be aware of legislative and technical developments, changing practices, and Council Policies and Procedures.

Take personal responsibility and ensure compliance with policy, procedure and legislation, including matters relating to health and safety, including risk assessments for personal safety.

Undertake training as required to expand and update knowledge of council operations and systems.

Prepare, maintain and enquire upon files, records and information systems.

As required, participate in locality based and city-wide initiatives.

Provide cover for Gypsy Traveller Liaison Officer including responding to unauthorised encampments through out the city, management of Balmuir Wood site management and out of hours cover, as required, on a rota basis.

Deputise for Tenancy Officer, as required.

Undertake any other duties of a similar level and responsibility as may be required.

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 Assistant

DIVISION/DEPARTMENT SECTION: Tenancy & Estate Management Service

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	SVQ L2 or equivalent in a relevant subject		Application
RELEVANT WORK/OTHER EXPERIENCE	A working knowledge of Housing Legislation, practice and key issues in Scottish Housing Experience of working in a public sector, or related, role Experience of interviewing customers face to face in home/office environment Experience of dealing with the public in both confrontational and sensitive situations Experience of using computerised systems, including Microsoft Office Experience of delivering a customer focussed service Experience of communicating effectively with a range of stakeholders (other Council departments, outside agencies, etc)	Experience of supporting tenancy sustainment by effective management of tenancy issues Experience of Housing & Estates Management investigating/dealing/ responding to complaints, issuing and inspecting repairs Previous experience in dealing with tenants groups Experience of staff supervision	Application Interview Reference
PARTICULAR SKILLS/ABILITIES	Ability to prioritise workload and manage time effectively to meet conflicting demands, deadlines and targets Ability to work under pressure and use own initiative, respond to emergencies and adapt to changes in legislation Good negotiating skills Good Written and Oral Communication skills	Ability to demonstrate a proactive approach to problem solving and decision making to achieve satisfactory outcomes Excellent negotiating skills Excellent Written and Oral Communication skills	Application Interview Reference
PERSONAL	Accountable		Interview References

QUALITIES	Ability to work as part of a team and on own with minimum supervision Positive Attitude and able to demonstrate commitment to continuous improvement Flexible approach to carrying out duties		
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Willing to attend evening meetings and work outwith office 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	Current Driving Licence (Level 3) and use of a car Work overtime as required	Interview