JOB DESCRIPTION - NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	Tenancy Officer	Post Ref:	
Section:	Tenancy & Estate Management Service	Grade:	7
Responsible to:	Team Leader (Tenancy & Estate Management)		
Responsible for:			

JOB PURPOSE

Ensure the delivery of services to tenants, residents, customers, and their representatives by working 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 people to sustain their tenancy and encourage and facilitate independence, quality of life, safeguarding and promoting health and wellbeing by providing advice, information and support on a wide range of issues.

To develop a holistic picture of each resident so as to be the principle point of contact for other Council departments and/or agencies in actively trying to resolve issues.

PRINCIPAL WORKING CONTACTS

Team Leader (Tenancy & Estate Management) for immediate supervision, allocation of duties, etc.

Manager (Tenancy & Estate Management)

Tenancy Assistants in respect of all day to day operational matters

Colleagues within Housing and Communities

Other staff within the Neighbourhood Services Housing Team on matters relating to the function of the post

Council tenants, members of the public on all matters related to the function of the post.

MAIN DUTIES

Deliver a high quality, customer focussed Tenancy & Estate Management and Tenancy Sustainment service to all our tenants and service users.

Using the RAG Assessment Tool, identify potential support needs for vulnerable clients and prepare referrals to other bodies and partner agencies as appropriate.

Where support needs are identified take the lead in delivering a co-ordinated response from a range of support providers.

Develop and produce an individual sustainment plan for each tenant that specifies the type and nature of the services to be delivered. Ensure all relevant stakeholders are aware of their responsibilities as contained in the sustainment plan.

Monitor progress on the delivery of the sustainment plan.

Encourage and support tenants to engage with the identified support services.

Manage a sustainment caseload and make decisions, as required

Ensure 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.

Maintain and develop joint working arrangements with colleagues in Communities and Community Safety/Public Protection specifically in relation to tenancy management and tenancy sustainment responsibilities and duties.

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

In the event of non compliance, when necessary, take the lead role in instigating and pursuing legal action in relation to all tenancy management responsibilities, eg abandonments, breach of tenancy, etc.

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

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

Deliver effective estate management 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 locality 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 advice to officers of the council and, where required, provide information and reports to elected members, MPs and MSPs.

Represent the service at Local Community Planning Partnership meetings, as 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.

Where appropriate provide support, guidance and assistance to Tenancy Assistants in relation to the delivery of the service.

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.

Participate in recruitment, induction, guidance, training and support to peers.

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

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

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 Officer

DIVISION/DEPARTMENT SECTION: Tenancy & Estate Management Service

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	SVQ Level 3 or HNC in Housing or equivalent, in relevant subject and/or equivalent work experience in a similar role	Attained or willing to work towards a recognised Housing qualification at level 3 or above	Application
RELEVANT WORK/OTHER EXPERIENCE	A good knowledge of Housing Legislation, practice and key issues in Scottish Housing Experience of Housing & Estates Management investigating/dealing/responding to complaints, issuing and inspecting repairs Experience of supporting tenancy sustainment by effective management of tenancy issues Experience of dealing with the public in both confrontational and sensitive situations Experience of delivering a customer focussed service Experience of communicating effectively with a range of stakeholders (other Council departments, outside agencies etc)	Experience of working in public sector role such as Housing, Revenues Social work, etc Previous experience in dealing with tenants groups. Experience of staff supervision	Application Interview Reference
PARTICULAR SKILLS/ABILITIES	Ability to demonstrate a proactive approach to problem solving and decision making to achieve satisfactory outcomes Ability to prioritise workload & 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		Application Interview Reference

	Excellent negotiating skills Excellent Written and Oral Communication skills		
PERSONAL QUALITIES	Accountable 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		Interview References
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Willing to attend evening meetings and work outwith office hours as required Able to participate in 24 hour standby rota, if 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