

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Place

**DIVISION:** Housing Needs

**JOB TITLE:** Tenancy Officer

N.B: If you have any issues printing this document please contact HR

## ROLE PROFILE

<b>Job Title:</b>	Tenancy Officer
<b>Department:</b>	Place
<b>Division:</b>	Housing Needs
<b>Grade:</b>	Grade 9
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Operational Manager
<b>Responsible for:</b>	N/A
<b>Role Purpose and Role Dimensions:</b>	To have personal commitment and responsibility for providing a highly customer-focused and high quality estate management service to a designated "patch" of Council tenants and leaseholders.
<b>Commitment to Diversity:</b>	To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.
<b>Key External Contacts:</b>	Safer Neighbourhood Team, Youth Offending Team, Other local authorities, Registered Social Landlords, Schools, Probation Service, Hospitals, Mind, Resident Reps, Community Mediation Services, Courts and local voluntary agencies/groups.
<b>Key Internal Contacts:</b>	Repairs Partnering, Caretaking services, Neighbourhood Safety Team, Green Spaces team, Contract inspectors, Adult Services, Integrated Mental Health Services, Homeless Persons, Housing Options, Housing Supply, Community Safety Team, Resident Participation Team, Income team, Quality Team and Children and Family Centres.
<b>Financial Dimensions:</b>	N/A

**Key Areas for Decision Making:**

Recommending actions to resolve complex tenancy matters in areas of succession, assignment, management transfers, and discretionary re-housing; recommending enforcement or possession action in cases of ASB, illegal occupation or abandonment; recommending estate improvements.

**Other Considerations:**

Able to attend meetings and make home visits outside normal office hours as required.

**Is a satisfactory disclosure and barring check required?**

[\(click here for guidance on DBS\)](#)

Standard DBS check

**What level of check is required?**

**Is the post politically restricted**

[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**

[\(Click here for guidance on ROA \)](#)

No

**Key Accountabilities and Result Areas:**

**Key Elements:**

**Service Delivery**

This will involve:

- Visiting all new tenants in their homes to explain the conditions of tenancy and to identify any vulnerability or other need
- Log all visits on OHMS process management database following each visit
- Carryout occupancy checks on 33% annually of all properties in patch and update OHMS process management
- Organising and undertaking 4 monthly estate inspections, notifying other officers, residents and councillors and ensuring actions arising from the inspections are followed up including organising and attending an 8 week review and distributing action plans

- Being accountable as “patch manager” for resolving issues affecting residents as soon as possible, liaising with other teams, the wider Council and partners.
- Organise and attend customer surgeries where required
- Ensuring principles of diversity equal opportunity are applied to all aspects of service delivery
- Make regular visits to vulnerable tenants to ensure their needs are being met and any problems they are facing are addressed. Make referrals to Tenancy Support Officer and work jointly to meet customer needs
- Assessing claims for succession, assignment of tenancy, discretionary re-housing and management transfers, including drafting reports for approval by tenancy manager.
- Working with the Resident Involvement team to improve and enhance resident participation. Encouraging residents to participate in the management of their homes and estates and advise on the range of options available to them.
- Identifying significant breaches of tenancy conditions such as ASB and sub-letting and taking the appropriate steps to remedy the situation.
- Prepare and serve Notices Seeking Possession and Notices to Quit
- Evicting tenants if appropriate
- Deal with unauthorised occupation
- Prepare all necessary paperwork, including drafting witness statements and attend Court to give evidence
- Conduct investigations and compile detailed reports for corporate fraud, housing standards and tenancy managers
- Maintaining up-to-date knowledge of legislation and Government initiatives and good practice around estate management and ensuring these are implemented promptly and effectively within the team.
- Liaising with the Neighbourhood Services team to ensure that the appearance of estates is of a good standard and to identify and remedy any under-performance by the Street Scene contractors.
- Caseworks including logging all cases and record all

communication on the database. Making decisions for mediation referrals, involvement by outside agencies, legal action and referral to ASB team. Take responsibility for managing the case effectively and aim to resolve issues.

- Upload and manage all correspondence on SharePoint tenancy files and other shared electronic filing systems
- Record all action on OHMS and CRM
- Participate in Duty rota as per schedule

## **Service Development**

This will involve:

- Actively identify potential environmental improvements to estates and minor estate improvements. Work with the Operational Manager and Schools and Home Improvements team to access funding.
- Maximise joint working with Resident Involvement and Community Development teams to ensure regeneration initiatives are effective and sustainable.

## **Partnership**

This will involve:

- Maximise partnership working with tenancy support officer's neighbourhood safety officers, Operational managers, contract inspectors, lettings team, the responsive repairs section, the resident involvement team and the income team to provide a co-ordinated and proactive estate management service to residents.
- Effective internal liaison and joint working with the Anti-Social Behaviour Enforcement team to deal swiftly with cases of Anti-Social Behaviour.
- Liaise with agencies such as the Police, other departments and councillors, on tenancy matters concerning vulnerable tenants including those with mental health problems, and action being taken in line with the Anti-Social Behaviour and Racial Harassment procedures

## **Quality**

This will involve:

- To work with the Operational manager to develop a robust set of standards to measure the quality of work carried out by the Tenancy Team.

- Reporting back to the Operational manager and the team meeting on quality control, and recommending measures to improve the quality of selected service elements, and providing additional mentoring to less experienced individual Tenancy Officers

## General

This will involve:

- Provide support to the Operational Manager where required in preparing internal reports, Briefs, reports for Members, and for residents' consultative panels and working groups, and for service review groups, as required.
- Drafting reports and making suitable recommendations to the Operational Manager on complex tenancy matters involving individual tenancies.
- To draft responses to enquiries from Members, MP, Resident Associations, Solicitors. Voluntary Agencies and to petitions from groups of residents, and/or complaints from members of the public.
- Inspecting estates and recommending environmental improvements when required.
- Implementing Council and Departmental policies, codes and initiatives relating to equal opportunities, customer care, diversity, staff management, health and safety.
- Making best use of available Information Technology for the efficient running of the estate management service.
- Deputising for the Operational Manager in his/her absence, as required.
- Undertaking such other duties as may reasonably be required of the post.

## **Green Commitment**

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

## **Data Protection**

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

## **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

**Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.



## Person Specification

<b>Job Title:</b>	Tenancy Officer – Housing Need
<b>Essential knowledge:</b>	Knowledge of the statutory and case law framework within which the estate management service works.
<b>Essential skills and abilities:</b>	<p><b>Taking Responsibility</b> - able to demonstrate a high degree of personal responsibility in dealing decisively and promptly with issues affecting tenants and resolving them as soon as possible.</p> <p><b>Customer Care</b> – able to demonstrate a high level of personal commitment to the customers living on your patch, going out of your way to deal with issues affecting them, whilst developing a service that respond to their needs.</p> <p><b>Diversity</b> – demonstrates a commitment to equalities, challenging discrimination, celebrating diversity and creating environments which foster mutual respect and trust.</p> <p><b>Ensuring Understanding</b> – able to use appropriate questions, listening carefully to customers, in order to fully understand their needs and the issues affecting them, building rapport and trust.</p> <p><b>Organisation and Planning</b> – able to manage a varied and demanding workload, consistently producing high quality work that meets the standards set for the service.</p> <p><b>Delivery Orientation</b> – the drive to deliver what has been promised, ensuring objectives and targets are met in full.</p> <p><b>Analytical Thinking</b> – able to analyse situations and demonstrate sound judgement in the action required to resolve issues before they become a crisis.</p> <p><b>Building Relationships</b>– able to build strong relationships with both internal staff and external partners to maximise the effectiveness of the service.</p> <p><b>Communication</b> - excellent oral and written communication skills.</p> <p><b>Home Visits and Out of Hours</b> – able to attend meetings and make home visits out of normal hours on a regular basis</p>
<b>Essential experience:</b>	Experience of providing a highly customer-focused housing estate management service within a social housing organisation.

**Special conditions:** N/A