

# JOB DESCRIPTION

## Tenancy Enforcement Team Leader

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<b>Job title</b>	Tenancy Enforcement Team Leader	<b>Directorate</b>	Housing
<b>Location</b>	Hybrid - (Travel as required across our geography - Midlands/East of England)	<b>Line manager</b>	Tenancy Enforcement Manager

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### Purpose of the job

- > Effectively manage a team of Tenancy Enforcement Co-ordinators to support the Housing Services Team.
- > Drive and motivate the Tenancy Enforcement Co-ordinators and Tenancy Enforcement Officer to achieve Key Performance Indicators whilst delivering a high quality, customer focused service.
- > Support the Tenancy Enforcement in supporting the Housing Services Team with ASB, breach of tenancy, etc.

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### Key tasks and responsibilities

- > Effectively lead the Tenancy Enforcement Co-ordinators & Tenancy Enforcement Officer, empowering and enabling them to deliver excellent services against key performance indicators and objectives
- > Ensure adherence to harmonised policies and procedures and any agreed local policies. Perform quality assurance checks, providing detailed feedback to staff to support their growth and development. Addressing any issues of compliance with policies and procedures in line with agreed frameworks.
- > Identify and work with partners and key stakeholders, such as solicitors and the Courts, to develop new approaches and/or enhance existing ones that will benefit Amplius from both a business and customer perspective to mitigate risk and to support colleagues in successfully managing tenancies.
- > Complete one-to-ones and PDR's with staff; setting realistic and stretching targets against Key Performance Indicators and identifying any areas of growth and improvement, meeting these needs through the Performance Management Framework and any other training that may be appropriate. Encourage a "can do" culture that allows innovation and new ways of working. Address any issues of poor or under-performance through agreed metrics including formal capability.
- > Provide support to victims of anti-social behaviour and provide support to witnesses throughout legal action including regular updates, so that we can meet our service standards. This includes providing advice and decision making to assist Housing Officers in their contact with their customers involved in legal action.
- > Effectively manage, monitor and develop our anti-social behaviour service strategically and operationally and dealing with any breaches of tenancy in accordance with housing law and other legal legislation.

- > Working alongside the Housing Officers, prepare all legal papers for approval by the Tenancy Enforcement Manager before submitting to Court. This includes liaising with the Courts on the timeliness of Court Hearings.
- > Assist the Tenancy Enforcement Manager in ensuring that steps to end starter tenancies are taken in accordance with the Amplius Starter Tenancy policy and procedure, including preparing a pack for review for any Starter Tenancy appeals.
- > Monitor Tenancy Enforcement Coordinators & Tenancy Enforcement Officer work trays and general workloads to ensure that tasks are completed in line with policies and procedures, taking action where appropriate to ensure that key compliance and regulatory service standards are met.
- > Maintain a detailed knowledge of anti-social behaviour best practice and legislation, including housing, ASB and civil legislation, as well as an awareness of criminal law.

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## **Scope and impact**

### **Scope:**

- > Responsibility for line managing Tenancy Enforcement staff, advising Housing staff on ASB and Neighbourhood Management case progression, and preparing Court documents and attending Court.

### **Impact:**

- > Leading a team to successfully deliver service outcomes, achieve key performance indicators and increase customer satisfaction.

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## **Key relationships**

- > Tenancy Enforcement Co-ordinators.
- > Tenancy Enforcement Officers.
- > Housing Officers.
- > Housing Team Leaders.
- > Partner agencies including local authority, Police and support services.
- > Solicitors and Courts.

# PERSONAL SPECIFICATION

## Tenancy Enforcement Team Leader

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The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

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### Qualifications

#### Desirable:

- > CIH or equivalent qualification / relevant experience.

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### Experience and knowledge

#### Essential:

- > Knowledge and practical application of dealing with anti-social behaviour cases and the relevant legislation.
- > Knowledge of Housing Law and experience of practical application of legislation.

#### Desirable:

- > Experience of managing teams successfully against a range of key performance indicators.

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### Skills and competencies

#### Essential:

- > Strong influencing and negotiating skills.
- > Highly organised and efficient; displays excellent time management skills.
- > Ability to work with speed and accuracy in a reactive environment engaging with others as required.

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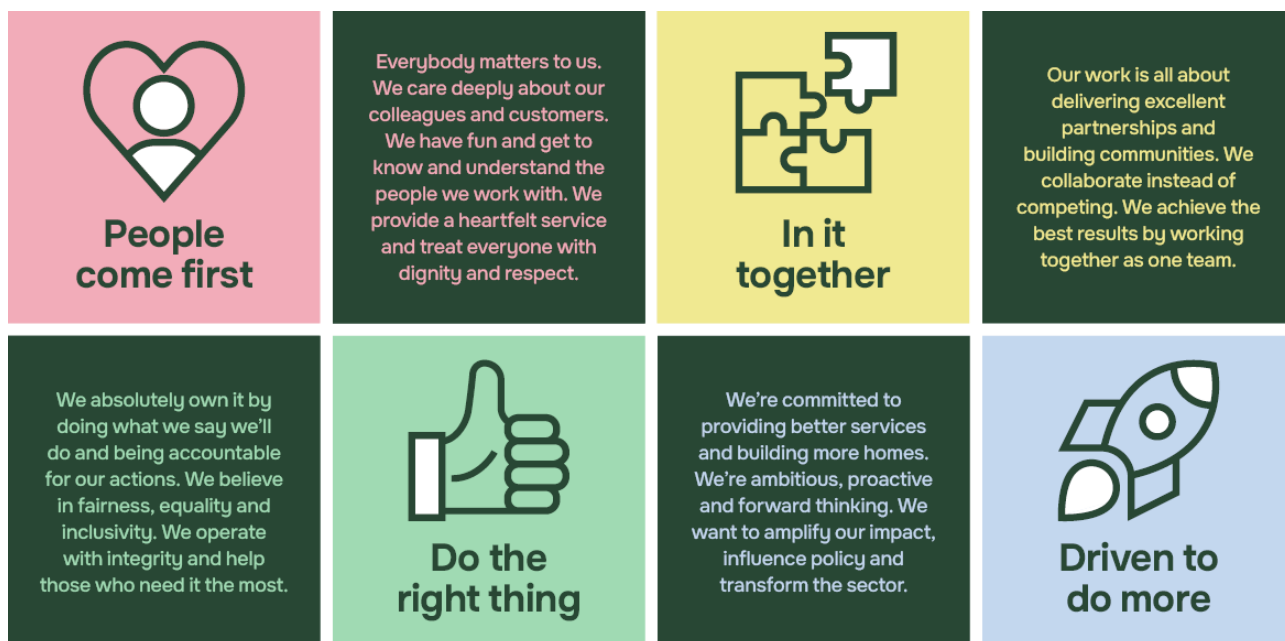
### Characteristics

#### Essential:

- > Strong leadership and team building skills.
- > Excellent verbal and written communication skills.
- > Can manage change positively; understands the importance of change and can adapt to new ways of working.

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### Our values



### Additional duties clause

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager.

Duties may vary as and when localised procedures are updated or renewed with varying Local Authorities that the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

**To be reviewed as part of the Job Description review process.**