

# Tenancy Officer

## Reports to Assistant Manager - Tenancy

Overview	Key responsibilities
<p>We are transforming the way we operate in Housing Services</p> <p>We are a high performing team which prides itself on exceptional customer service – tailoring our services to customers’ needs and putting them at the heart of every decision we make.</p> <p>Our customers will:</p> <ul style="list-style-type: none"> <li>• Know what to expect from us and understand clearly what we expect of them</li> <li>• Feel assured that if a problem arises, we will listen carefully, communicate effectively and act quickly and professionally to resolve it, involving them at every stage of the process</li> <li>• Have support in place when they need it</li> </ul> <p>The role of Tenancy Officer is key to building strong relationships with our customers so that they are happy in their home and their tenancy is sustainable and well managed.</p> <p>You will be the eyes and ears of your patch and work with other colleagues and agencies to resolve issues</p>	<ul style="list-style-type: none"> <li>• Carry out a full pre-tenancy/risk assessment of new customers which identify any support needs they may have and accompany them on viewings of their chosen property.</li> <li>• Make any necessary referrals to support and ensure it is in place and effective at the earliest point in the new tenancy.</li> <li>• Arrange and conduct the shortlisting and sign- up process, explaining terms and conditions of the tenancy and completing all required documentation.</li> <li>• Develop and deliver a plan with new customers to agree a programme of check-in and support for the first 12 months of their new tenancy, involving other teams where needed eg: Income, support</li> <li>• Manage more complex tenancy management issues in line with case management procedures which cannot be dealt with at the first point of contact as well as applications for mutual exchanges, transfers, succession and assignment</li> <li>• Promote tenancy and neighbourhood sustainability – enforcing tenancy conditions and lawful use of homes and working with other teams to improve and monitor neighbourhood standards.</li> <li>• Effectively manage and oversee the end of tenancy process with customers on your patch together with the Empty Homes Team to ensure customers leaving Alliance do so with a positive feeling.</li> <li>• Get involved in any service wide initiatives or projects as required.</li> </ul>

in your area eg: fly tipping, litter etc.

You will deliver a full range of support to our customers focusing closely on their needs from the very start of their tenancy, getting every new tenancy off to the best possible start.

You will manage complex tenancy management issues throughout the tenancy, working closely with colleagues in other teams to find the most appropriate solution. When a tenancy ends you will be responsible for supporting customers through that process, making sure that they leave their home with the support advice and information they need to do so successfully.

## Key Skills and Knowledge

### What do you need to do the role

- Personal values and integrity that align with Alliance's values and that demonstrate a genuine empathy with the purpose of housing associations and care providers and their customers
- Sound judgement of complex situations with an ability to act on initiative and work in a flexible way displaying genuine empathy and a desire to meet customers' needs/
- An ability to respond to customer concerns with tact and sensitivity and be firm when required
- Able to identify and manage risks and identify solutions to mitigate them
- A sound education with clear concise written and oral communication skills
- An ability to manage and prioritise a busy and varied workload, sometimes to short deadlines and work with minimal supervision
- Be collaborative and pragmatic in approach with both colleagues and external partners in building strong relationships
- Experience of and a sound knowledge of housing legislation, policy and practice,
- Strong ICT skills with a flexible approach to new systems and new ways of working

### It would be great if you also had:

- A recognised Housing qualification
- A desire for continuing professional development

Your manager will agree specific objectives with you, and your performance against those objectives will be reviewed on a regular basis.

**Signature:**

**Date:**