

Recruitment Pack



Tenancy Sustainment and Safeguarding Partner



18 Months Fixed Term 36.25 hrs per week



£37,281 per annum
(FTE based on 36.25 HPW)



Hybrid working – mixture of home and office working, with a work base of Carlisle & Workington offices



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Our Organisation

Who Are We?

Castles & Coasts Housing Association (CCHA) was created in July 2017 as a result of merging Two Castles and Derwent and Solway Housing Associations. We have an annual turnover of over £36m, employ around 300 staff, and own and manage more than 7,400 homes in rural and urban communities across the North of England, with around 75% located in Cumbria.

Why Work at CCHA?

We couldn't do what we do without our people, so we do whatever we can to make working at CCHA as enjoyable and fulfilling as possible for every individual.

CCHA strives to be an exemplar of good practice in both organisational excellence and as an employer. Our aim is to engage, motivate, develop and inspire our people to work towards a shared vision as well as individual priorities. CCHA has developed agile working practices, for applicable roles, to provide staff with greater flexibility.

Employee wellbeing and engagement is something that CCHA is strongly committed to. We have continuous programmes of support and development, such as mental health first aiders. We involve people, work with them, and agree a common approach to 'how we do things around here'.



**Darren Lee,
Development Officer**

I'm proud to work for an organisation that is making a real difference delivering new housing solutions in the communities we serve.



Olivia Day, Lettings & Neighbourhoods Officer

The culture at CCHA is extremely flexible and compassionate, and always considerate of the wellbeing of staff.



Chris Clarke, Senior Surveyor (Compliance)

I will always remember when I first started, not only did I find my new colleagues extremely helpful and friendly, but everyone had positive things to say about working here.

Staff Survey Results- October 2024

100%

I am committed to the success of CCHA

93%

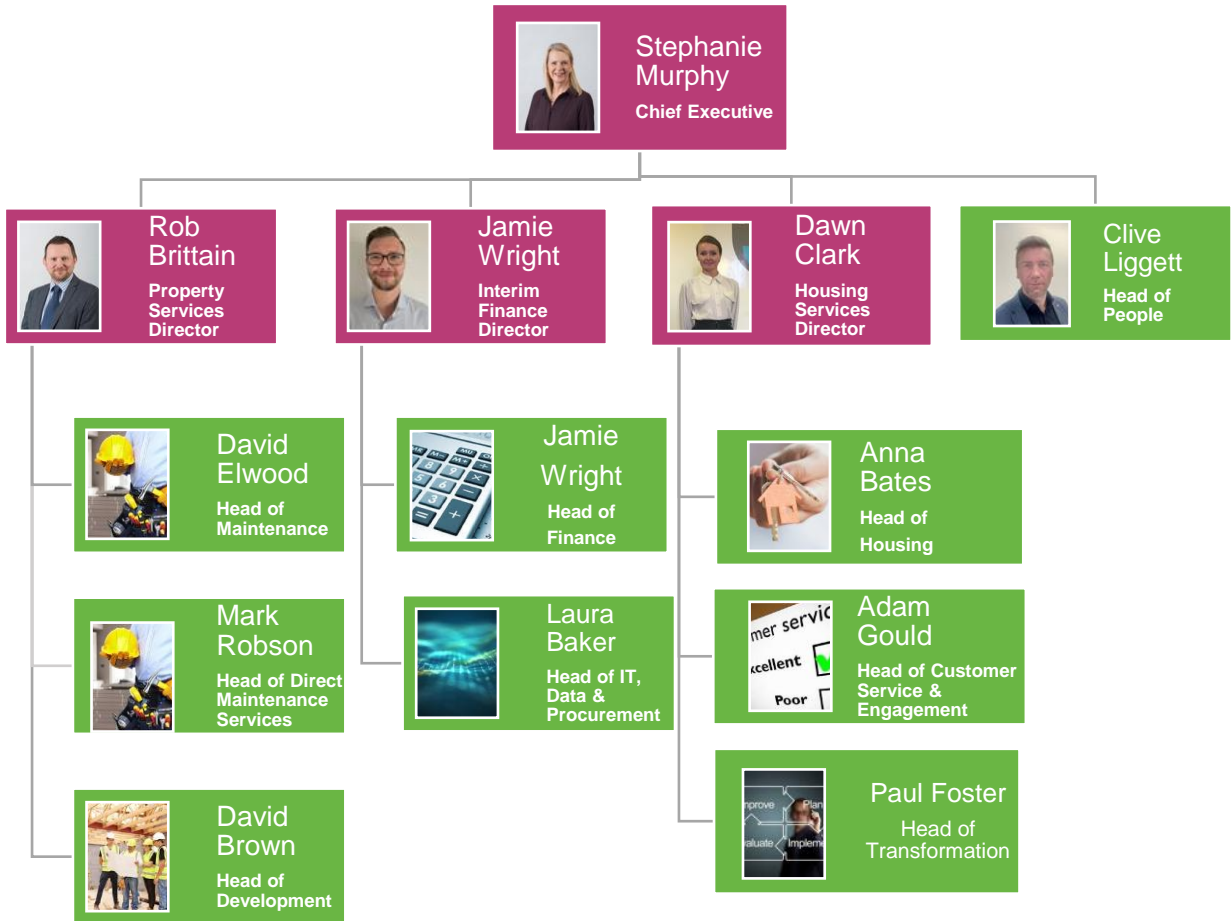
I feel proud to work for this organisation

94%

I think CCHA is a good place to work

Our Team

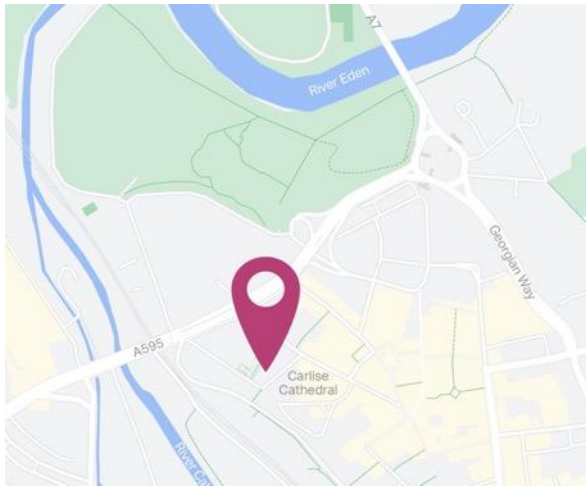
Organisational Overview



Housing Services Overview

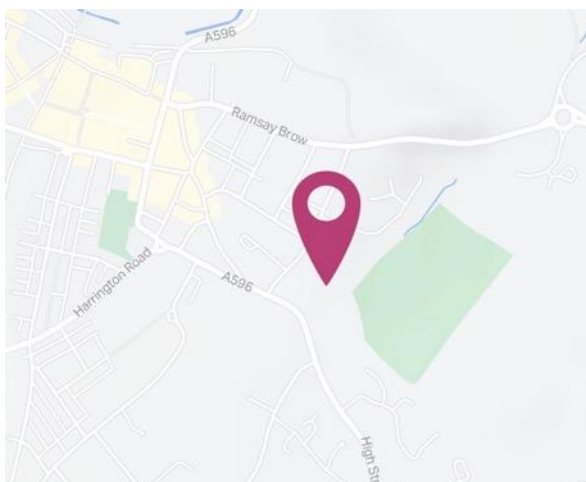


Office Locations

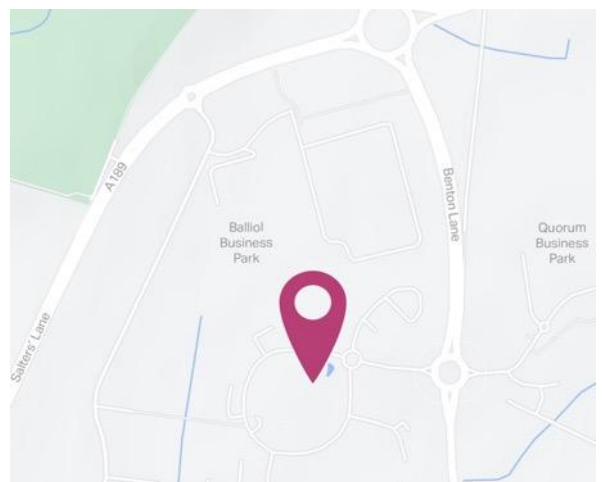


5 Paternoster Row, Carlisle
CA3 8TT

This role can be
based in the
Carlisle or
Workington Office



Stoneleigh, Park End Rd, Workington
CA14 4DN



Arcadia House, Balliol Business Park,
Newcastle upon Tyne NE12 8EW

Letter from Lettings & Neighborhoods Manager

Role: Tenancy Sustainment and Safeguarding Partner

Thank you for your interest in the Tenancy Sustainment and Safeguarding Partner role with Castles & Coasts Housing Association (CCHA).

This post will be **full time (36.25 hours) on an 18-month Fixed Term Contract at a salary of £37,281 per annum** and can be based in Carlisle or Workington.

This is an exciting role, created in line with CCHA's vision of providing affordable homes in sustainable communities with pride, passion, principles and partnership.

As a social landlord we have a responsibility to provide safe and high-quality homes for our residents. System information, along with day-to-day reports from external contractors and partners, enables us to identify situations where there are multiple and complex needs. The post holder will be required to analyse data which identifies triggers within our tenancies such as safeguarding, rent arrears, mental health conditions, history of anti-social behaviour and issues relating to hoarding.

You will be instrumental in leading the delivery of the clear and auditable processes and procedures with the aim of achieving meaningful outcomes for our residents. This will be achieved by the post holder working in close partnership with internal and external stakeholders.

This role will hold responsibility for fostering a close working partnership with CCHA's Safeguarding, Compliance, Maintenance, Housing and Income Teams as well as engaging with external community partners and resources to build key partnerships which will enable the delivery of consistent but tailored supports to residents with multiple and complex needs, ultimately empowering residents to manage and sustain their tenancy as well as ensuring CCHA consistently meets all legislative and regulatory compliance requirements.

As a Tenancy Sustainment and Safeguarding Partner within the Housing Team you will be instrumental in delivering a high quality and value for money service which meets the needs and expectations of our residents and is aligned to the most up to date legislative and regulatory requirements whilst ensuring an excellent customer journey experience. You will work closely with your colleagues in the Lettings Neighbourhoods Team as well as all other departments within CCHA.

Please read through this recruitment pack to find out more about the role, its terms and conditions, and the recruitment timetable. To apply for this role, you will need to complete our online application by clicking on the apply button on the vacancy listing on our website.

The closing date for applications is Sunday 19th October 2025.

Interviews will be held via Microsoft Teams on Friday 24th October 2025.

Letter from Lettings & Neighborhoods Manager

Role – Tenancy Sustainment and Safeguarding Partner

Applications are treated in the strictest confidence; for information on CCHA's Privacy Policy, please access the following webpage <http://castlesandcoasts.co.uk/privacy>

If you have any questions about the role, please contact Jonathan Proctor, CCHA's Lettings and Neighbourhoods Manager for an informal conversation by calling **07920507263**.

We look forward to reading your application.

Yours sincerely

Jonathan Proctor
Lettings & Neighbourhoods Manager

Email: jonathan.proctor@castlesandcoasts.co.uk

Role Profile

Job Description

Job Title: Tenancy Sustainment and Safeguarding Partner

Responsible to: Lettings & Neighbourhoods Team Leader

Purpose of Job:

The main aim of this role is to provide an efficient and effective community navigation and tenancy compliance service, with an emphasis on tenancy sustainment and safeguarding, contributing to the delivery of excellent customer service across CCHA's full area of operations

Key Responsibilities:

- Work in partnership with CCHA's frontline teams to investigate and resolve cases involving complex tenancy issues and safeguarding, ensuring maximisation of tenancy sustainment in accordance with CCHA's policies and procedures, service standards and RSH regulatory standards.
- Drive improvements to systems and processes, championing new technologies and best practice from both within and outside of the housing sector.
- Ensure the provision of consistent tenancy sustainment and safeguarding processes across all areas of CCHA operations.
- Lead and co-ordinate the case management of complex community navigation casework, working closely with Lettings and Neighbourhoods Officers (**LNOs**), Surveyors and Income Officers to create clear and consistent Action Plans.
- Lead, co-ordinate and manage safeguarding cases from first report through to resolution.
- Work with frontline teams to investigate complex cases providing support and guidance to ensure tenancy compliance, working with multi-agency partnerships to resolve complex cases.
- Co-ordinate the preparation of evidence in support of proportionate action, including legal proceedings.
- Apply knowledge about a wide range of remedies and tools available, across multiple Local Authority areas, to achieve tenancy sustainment.
- Keep up to date with and apply relevant legislation and policies in relation to tenancy compliance matters.
- As part of investigation and action planning ensure that relevant and appropriate referrals are identified, made, followed up and documented.

Role Profile

Job Description

- Take ownership and responsibility for the effective management of complex tenancy compliance, safeguarding and sustainability issues and work within agreed timescales to progress cases to resolution. This will include, but is not limited to:
 - Analysing data to prioritise cases.
 - Managing and carrying out full and thorough investigations into all escalated cases.
 - Referrals into third part agencies including Adult Social Care and Children's Services.
 - Agreeing an Action Plan with the relevant frontline Officers.
 - Equipping frontline teams with the most up-to-date community navigational information available.
 - Motivating frontline staff to complete actions and meet deadlines.
 - Ensuring external agencies meet set deadlines.
 - Designing and implementing efficient and effective strategies with a focus on prevention and support.
 - Challenging residents who are not complying with their tenancy agreements and taking reasonable and enforcement actions to resolve issues including working with internal teams to make referrals to supporting Agencies.
 - Utilising all appropriate tools and remedies available to the organisation.
 - Ensuring robust record keeping to enable detailed evidence to support legal proceedings where required.
 - Co-ordinating actions to comply with court directions, ensuring deadlines are met.
 - Being present at court before and during hearings/trials with CCHA's solicitors to give evidence, when necessary.
- Provide support to residents acting upon the needs of those individuals and, where necessary, signposting and referring to relevant teams or agencies.
- Attend and/or chair case conferences, ensuring accurate minutes of the conference are recorded and that all relevant agencies and professionals are included in the process and regularly updated.

Role Profile

Job Description

- Maintain and ensure all information is accurately recorded and ensure that CCHA's computerised systems are kept up-to-date and accurate in line with GDPR and Data Retention requirements.
- Provide written information, as required, as well as assisting in responses to formal enquires and complaints, as necessary.
- Design and deliver early intervention practices and innovative approaches to ensure a swift resolution and avoid legal enforcement wherever possible.
- Attend meetings both within and outside normal working hours, as required.
- Design and deliver training for internal departments.
- Produce reports/statistical information, when required.

Generic:

- Value for money - To execute cases efficiently and within budget and target timeframes as agreed with the Lettings and Neighbourhoods Manager
- Stakeholders - To develop and maintain strong and effective relationships with key stakeholders.
- Housing knowledge and best practice - To maintain an up-to-date knowledge of all relevant legislation, case law and good practice relating to tenancy compliance, safeguarding, ASB, nuisance and harassment.
- Working collaboratively with colleagues to meet the needs and priorities of the Tenancy Sustainment and Safeguarding Partner role.
- Seeking best value and facilitate continuous performance improvement within the team and the Association.
- Promoting and acting in accordance with all the Association's policies and procedures, including those relating to equality and diversity, customer care and health and safety.
- Contributing positively to the marketing of the Association's values and objectives.
- Complying with CCHA's Financial Standing Orders and Code of Conduct.
- Complying with the requirements of external regulators.
- Carrying out such other duties, as may reasonably be required, from time to time .

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none">• Educated to degree level• Educated to A Level (or equivalent)	
Experience, Knowledge, Understanding	<p>Relevant experience of:</p> <ul style="list-style-type: none">• Working within the social housing sector• Managing safeguarding cases including triaging cases and referring into Adult Social Care and Childrens Services.• Managing and resolving cases with complex issues and breaches of tenancy from initial report through to resolution.• Managing complex cases.• Managing complex cases through the court system.• Successfully managing cases involving mental health and addiction.• Tenancy law, general tenancy management and relevant enforcement legislation.• Communicating and working with a wide range of stakeholders.• Experience of actively seeking and delivering Value for Money.• Experience of building effective working relationships both internally and externally.	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Technical & Professional Skills	<ul style="list-style-type: none">• Excellent knowledge of best practice approaches to preventing, managing and resolving safeguarding and complex cases.• Computer literate, with excellent knowledge of Microsoft Office packages.• Use of bespoke IT systems, databases, spreadsheets, and the ability to extract and interrogate data.• Use of housing management IT systems.• Ability to produce statistical and written reports.	<ul style="list-style-type: none">• Use of bespoke IT systems/databases.
Vision & Drive	<ul style="list-style-type: none">• Demonstrates drive and tenacity.• Self-motivated and able to motivate others.• Seeks ways to continuously improve and learn.• Represents the organisation positively and professionally.• Promotes and delivers change.	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
People	<ul style="list-style-type: none">• Shows respect and consideration.• Builds excellent rapport with colleagues.• Builds effective working relationships, internally and externally.	
Planning	<ul style="list-style-type: none">• Effectively gathers, analyses and utilises information.• Uses problem solving and decision-making skills.• Prioritises and plans effectively.• Evaluates progress and reviews plans.• Ability to multitask and deliver against tight deadlines.	
Communication	<ul style="list-style-type: none">• Communicates confidently, orally and in writing.• Understands what information is required through effective listening and questioning.• Remains calm and assertive when faced with challenging and/or aggressive individuals• Tailoring communication to suit the audience, demonstrating empathy.	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Communication	<ul style="list-style-type: none">• Negotiates effectively to achieve targets.• Ability to mediate.	
Performance	<ul style="list-style-type: none">• Aptitude for attention to detail.• Shows determination to reach targets and objectives.• Encourages development and continuous improvement.• Recognises the need to learn new things to keep ahead of changes (e.g. technology).	
Customer Focus	<ul style="list-style-type: none">• Demonstrates customer focus at the core of all activities.	
Equality & Diversity	<ul style="list-style-type: none">• Ensures equality of opportunity in all activities.• Values diversity, respecting difference.	
Integrity	<ul style="list-style-type: none">• Accountable for own work and decisions.• Works with openness and honesty.• Demonstrates the Associations values and expected behaviours in their work.	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Other	<ul style="list-style-type: none">• Full driving licence and access to a car.	



Terms and Conditions

The remuneration for the Tenancy Sustainment & Safeguarding Partner (Fixed Term 18 months) role is:

£37,281 per annum (FTE based on 36.25 hours per week) + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none">• 36.25 hours per week (full time)• Flexitime scheme in place
Pension	<ul style="list-style-type: none">• SHPS Defined Contribution Scheme• Employer contributions up to 8%• Life Assurance (4x annual salary)
Annual leave	<ul style="list-style-type: none">• 25 days per year plus bank holidays• Increasing up to 30 days with five years' service
Additional benefits	<ul style="list-style-type: none">• Hybrid Working Practices• Induction programme and ongoing personal development• Discretionary Corporate Performance Bonus Scheme• Staff Savings Scheme• Simply Health plan (on completion of probation)• Discounted gym membership (part of Simply Health)• Employee Assistance Programme (less than 3 years' service)• Long Service Awards• Staff Forum• Cycle to Work Scheme• Company Sick Pay Scheme• Family friendly policies with company pay schemes

Additional information about Castles & Coasts Housing Association is available on our website: www.castlesandcoasts.co.uk

Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Friday 12 th September 2025
Closing date for applications	Sunday 19 th October 2025
Shortlisting applications	Monday 20 th October 2025
Interviews	Friday 24 th October 2025
Starting Date	Immediately upon receipt of satisfactory pre-employment checks and subject to notice period

Candidates must inform us as soon as they can if they are not available for interview on Friday 24th October 2025 by emailing:

recruitment@castlesandcoasts.co.uk

How to apply

Please complete our online application form by clicking the Apply button in the vacancy listing on our website. Please note we are not accepting CVs for this role; please ensure you fully complete the application form online. To give yourself the best chance of being selected for interview you should give detailed answers within the 4000-character limit for each question.

If you need any more information about the position prior to applying, please contact Jonathan Proctor, on 07920507263, alternatively you can email recruitment@castlesandcoasts.co.uk.

Please note if you have previously created an account while applying for a job with us in the past, you can log in and use that to apply for this vacancy.

Criminal Record Check

Our policy on Employing People with a Criminal Record requires that a satisfactory disclosure from the Disclosure & Barring Service will be required before an offer of employment is confirmed for this post. This post requires a basic disclosure.

Castles & Coasts takes its responsibilities to protect vulnerable adults and children seriously. As an Equal Opportunities employer, we are clear that a criminal record is not necessarily a bar to securing a position with us. The relevance of any criminal record will be assessed in relation to the post and we may seek legal advice to guide us on this assessment.

Castles & Coasts will meet the cost of the Disclosure and will provide the relevant documentation to the selected candidate following the interview process. All Disclosure information is treated sensitively and in the strictest confidence.

Acknowledgement

Your application will be acknowledged and treated with strictest confidence.



Appendix 1

Recruitment Advertisement

Tenancy Sustainment & Safeguarding Partner

- **Carlisle or Workington**
- **36.25 hours per week Fixed term 18 months**
- **£37,281 (FTE based on 36.25 hours per week) + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit an 18-month Fixed Term (36.25 hours per week) Tenancy Sustainment and Safeguarding Partner, based in Carlisle or Workington with a salary of **£37,281 per annum**.

If you are looking for an exciting new role, this is a great opportunity to join the Housing Team at CCHA.

As a Tenancy Sustainment and Safeguarding Partner, you will ideally have knowledge and experience of effectively analysing data to create effective Action Plans and to implement robust processes for tenancy compliance and safeguarding responses to ensure CCHA can maintain high quality, safe homes for our residents and a strong understanding of some of the complex issues faced by some of CCHA most vulnerable residents.

CCHA owns and manages more than 7,400 homes across the North of England in Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association, we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities, and use our strength and efficiency to meet housing service needs. We are committed to providing excellent services to our customers.

If you like what you've read, and you would like the opportunity to join the CCHA Team, please complete our application process, telling us how you feel you can add value and dynamism to our team. If you choose to apply, and are successful, you will be rewarded on all levels - a great place to work and a great team of people to work with.

If you are looking to make a real difference to the service we provide to our residents, then please click the apply button on the vacancy listing on our website.

Closing date for applications: Sunday 19th October 2025

Interviews to be held: Remotely on Friday 24th October 2025



Castles & Coasts Housing Association

5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

Call: 0800 085 1171

www.castlesandcoasts.co.uk

