



# RECRUITMENT

## Tenancy Sustainment & Safeguarding Officer

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Tenancy  
Sustainment &  
Safeguarding  
Officer

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# Letter to Applicants

Tenancy  
Sustainment &  
Safeguarding  
Officer

July/August 2021

Dear Applicant,

**Re: Tenancy Sustainment & Safeguarding Officer**

Thank you for responding to our recent advertisement for the post of **Tenancy Sustainment & Safeguarding Officer**

The following are accessible via our online recruitment site.

- An application form (including Criminal Records Disclosure Form and Equal Opportunities Monitoring form).
- The job description.
- The person specification.
- Principal terms and conditions of employment.

Further information about Watmos can be found on our web site [www.watmos.org.uk](http://www.watmos.org.uk)

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only short list applicants who have demonstrated on their application form that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application. You may refer to not only your paid work but also any voluntary work and your personal activities. **You must complete the online application fully including all education, all employment history and additional information as the panel will not consider information on your CV.** Should you have any questions or have special requirements please e-mail [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk) or contact Raj Kaur, Human Resources Officer on 01922 471910.

- The closing date for receipt of applications is **15<sup>th</sup> August 2021.**
- Shortlisting will take place on week commencing **16<sup>th</sup> August 2021.**
- Interviews will be held on week commencing **23<sup>rd</sup> August 2021.**

We regret that we will not be able to contact applicants who have not been shortlisted. Therefore, please assume that you have not been successful if you do not hear from us before the interview date.

All the very best with your application.

Yours sincerely,

*M. Anderson*

Michael Anderson  
**Group Human Resources Manager**

# Advertisement

## Tenancy Sustainment & Safeguarding Officer



**Leading the way in resident managed housing Watmos' unique approach has put it at the forefront of transforming communities and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.**

**Tenancy Sustainment & Safeguarding Officer**  
**£32,874 pro rata = £23,101 (part-time, 26 hours per week- flexibility with times/days worked) plus benefits**  
**Location: Lambeth, London**

This role involves being responsible for managing a caseload of vulnerable tenants by supporting them to sustain their 'at risk' tenancies and providing an effective allocations, lettings and tenancy sustainment service. The successful candidate will possess experience of working in social housing, community development, have a proven track record in the delivery of high-quality housing services to customers including those who are vulnerable and knowledge of relevant legislation and anti-social behaviour processes. The successful candidate will also possess excellent written and verbal communication, report writing, interpersonal, organisational, prioritisation, time management, I.T., problem solving and customer service skills and the ability to empower, inspire, motivate and develop staff.

**To download a recruitment information pack and complete an online application form:**

|                      |   |
|----------------------|---|
| <b>Visit:</b>        | <a href="https://watmos.current-vacancies.com/v?id=WATMOSCOMM&amp;t=Watmos-Careers">https://watmos.current-vacancies.com/v?id=WATMOSCOMM&amp;t=Watmos-Careers</a> |
| <b>e-mail:</b>       | <a href="mailto:recruitment@watmos.org.uk">recruitment@watmos.org.uk</a>  |
| <b>Write to:</b>     | Raj Kaur, Human Resources Officer<br>Watmos Community Homes, 116-120 Lichfield Street,<br>Walsall, West Midlands, WS1 1SZ   |
| <b>Closing Date:</b> | 15 <sup>th</sup> August 2021  |

# Job Description

## Tenancy Sustainment & Safeguarding Officer

|                                   |  |
|-----------------------------------|--|
| <b>Job Title:</b>                 | Tenancy Sustainment & Safeguarding Officer   |
| <b>Responsible To:</b>            | Area Operations Manager  |
| <b>Responsible For:</b>           | Sheltered Housing Officer  |
| <b>Significant Relationships:</b> | WATMOS Staff<br>Residents<br>Committee Members<br>Contractors<br>Visitors                        |
| <b>Location:</b>                  | Watmos Community Homes, Ethelred TMO, Thorlands TMO, METMO and remote working.                   |
| <b>Special Conditions:</b>        | Standard office hours with some evening and weekend work required. Regular travel between sites. |

### Job Purpose:

- Manage a caseload of vulnerable tenants supporting them to sustain their 'at risk' tenancies
- Where support needs are identified provide support to vulnerable tenants on applying for a home, allocations and lettings service ensuring that the property is suitable for them to rent and sustain.
- Provide tenancy sustainment service, including the provision and coordination of effective support, advice and assistance to 'at risk' and other vulnerable tenants to ensure that they can maintain their tenancies.
- Signpost to and network with local partner agencies and organisations.
- Ensure tenancy visits are carried out in accordance to policy and procedures.
- Identify and address anti-social behaviour, working with colleagues throughout the organisation, the local authority, police and other partners.



# Job Description

## Tenancy Sustainment & Safeguarding Officer

### Key Responsibilities

1. Provide structured support to vulnerable and 'at risk' residents and put effective support plans in place to enable the tenancy to be maintained.
2. Make monthly contact and regularly review of support plans.
3. Lead on Domestic Abuse, safeguarding and support needs and initiatives for tenants. Check the Police MARAC agenda and ensure Tenancy Officers attend, send the minutes after the meeting and ensure safeguarding follow-on actions are implemented.
4. Actively promote and support residents with mental health support needs.
5. Maintain an excellent knowledge of housing policy and ensure that all allocations of accommodation are made in accordance with relevant policy and legislation.
6. Deliver a customer-focused service whilst delivering performance targets.
7. Ensure sign ups are carried out in a timely manner to minimise void loss.
8. Liaise with relevant staff on work progress of each void.
9. Coordinate all work in relation to mutual exchanges and any other tenancy changes.
10. Provide advice to tenants on tenant and landlord responsibilities, in accordance with tenancy conditions by visiting tenants in their homes.
11. Take responsibility for tenants requiring support including the identification of prospective and existing tenants. Assist new tenants, particularly vulnerable and young tenants to maintain a tenancy and be able to access levels of support needed and, together with the tenant, draw up a support plan.
12. Actively work with Income and Estates delivery teams to undertake casework regarding breaches of the tenancy agreement, including harassment, nuisance and other disputes, providing advocacy support where required.
13. Take the lead in investigating, monitoring and resolving complaints of anti-social behaviour.
14. Consult and work with internal departments and external agencies to resolve problems and improve working methods.
15. Build effective relationships with external agencies and maintain a knowledge base regarding these to ensure that the tenants have access to statutory and voluntary services. Share information where appropriate to meet tenants' needs. Take responsibility for arranging case conferences as required and ensure partner agencies are adequately represented.

# Job Description

## Tenancy Sustainment & Safeguarding Officer

16. Consult and work with stakeholders to resolve problems and improve working methods.
17. Assist with annual tenancy visits, where relevant in relation to vulnerable tenants, in order to comply with health and safety policies.
18. Deliver results that are driven by residents' needs and putting the customer first to deliver a tailored service.
19. Develop and maintain a detailed, up to date knowledge base of legislation, funding and good practice in relation to the specialist area.

### Quality

20. Ensure that the Tenancy Sustainment Service continuously monitors and evaluates service quality and delivery, both formally and informally, responds positively to customer feedback and takes prompt action to deal with complaints and concerns.

### Health and Safety

21. Ensure that estate and employees work and services are delivered in accordance with policy and legislative requirements for health and safety.
22. Undertake risk assessments and take action in the event of accidents and near misses.

### Equality and Diversity

23. Manage and maintain services in accordance with the principles and practice of equality and diversity, taking into account individual needs and requirements.

### Other

24. Comply with and implement the GDPR (General Data Protection Regulation).

**Note:** No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other duties and to provide cover for other staff as requested from time to time.

# Person Specification

Tenancy  
Sustainment &  
Safeguarding  
Officer

|   | ASSESSED                  |                            |
|---|---------------------------|----------------------------|
|   | ON<br>APPLICATION<br>FORM | AT<br>INTERVIEW<br>PROCESS |
| <b>Qualifications</b>   |                           |                            |
| 1. Relevant Degree or Chartered Institute of Housing membership or other relevant housing qualification (or qualified by experience to equivalent level).                       | ✓                         |                            |
| <b>Professional Knowledge and Experience</b>  |                           |                            |
| 1. Knowledge, skills and experience in social housing and related functions.  | ✓                         | ✓                          |
| 2. Knowledge of relevant legislation and current issues within the housing sector.  | ✓                         | ✓                          |
| 3. Proven track record in the delivery of high-quality housing services to customers including those who are vulnerable.  | ✓                         | ✓                          |
| 4. Experience and knowledge of community development work.  | ✓                         | ✓                          |
| 5. Experience and knowledge in managing anti-social behaviour.  | ✓                         | ✓                          |
| 6. Experience of working with tenants and resident Committees to achieve successful outcomes in the delivery of services which meet their needs.                                | ✓                         | ✓                          |
| 7. Experience communicating and working with a wide range of stakeholders including external agencies.  | ✓                         | ✓                          |
| <b>Skills and Abilities</b>   |                           |                            |
| 1. Strong commitment to resident management, involvement, empowerment and choice.   |                           | ✓                          |
| 2. Ability to empower, inspire, motivate and develop staff.   |                           | ✓                          |
| 3. Strong computer skills with the ability to be self-servicing including undertaking own correspondence, writing reports and using spreadsheets to manage and control budgets. |                           | ✓                          |
| 4. Ability to communicate information clearly, understandably and concisely whether verbally or in writing to resident Committees.  |                           | ✓                          |



# Person Specification

Tenancy  
Sustainment &  
Safeguarding  
Officer

|                                   |   | ASSESSED                  |                            |
|-----------------------------------|---|---------------------------|----------------------------|
|                                   |   | ON<br>APPLICATION<br>FORM | AT<br>INTERVIEW<br>PROCESS |
| 5.                                | Strong interpersonal skills at all levels with the ability to negotiate effectively and sensitively across organisational boundaries.   |                           | ✓                          |
| 6.                                | Sense of diplomacy with sound political awareness.  |                           | ✓                          |
| 7.                                | Demonstrate strong organisational and time management skills. Ability to prioritise, delegate, analyse and solve problems and achieve results against tight deadlines by taking a proactive approach. |                           | ✓                          |
| <b>Flexibility and Commitment</b> |   |                           |                            |
| 1.                                | Commitment to attending evening and weekend meetings and events as required.  |                           | ✓                          |
| 2.                                | Willingness to contribute to and be actively involved in tenant involvement and community empowerment activities and events.  |                           | ✓                          |
| 3.                                | Willingness to travel as required.  |                           | ✓                          |

# Terms & Conditions

## Tenancy Sustainment & Safeguarding Officer

Details of full terms and conditions of employment will be provided in a formal offer to the successful applicant. The following outlines the main aspects of the employment package: -

**Salary:** The annual salary is £32,874 pro rata = £23,101 (part-time)

**Expenses:** The post holder will receive the appropriate mileage allowance where a car is used for business purposes. All reasonable business expenditure (including train journeys, hotel accommodation and subsistence) will be reimbursed on production of receipts.

### Pension

- Watmos operates the Pensions Trust FRP Defined Contribution Scheme.
- Your contribution rate is a minimum of 4% of your salary, but you can contribute more should you so wish.
- Watmos also contributes the equivalent of 4% of your salary towards your pension.
- You can opt out of the pension scheme should you so wish.

**Hours of Work:** The post is offered on the basis of a 26 hour week, Monday to Friday. Some evening and weekend work is required.

**Flexible Working Scheme:** Watmos operates a flexible working scheme, offering employees the opportunity to build credit to take up to one day off every 4 weeks depending on work commitments and cover.

**Annual Leave:** Annual leave entitlement is 29 days rising to 34 days over a five year period pro-rata as appropriate for part-time or fixed-term posts.

**Bank Holidays and Additional Days:** Watmos' staff are entitled to 8 additional days leave that fall under the categories of Bank Holidays.

**Professional Subscriptions:** Watmos will reimburse the cost of one annual subscription to a relevant professional institution.

**Salary Sacrifice Schemes:** Watmos offers a range of salary sacrifice schemes including car lease, childcare vouchers and cycle to work which are available to all staff.

**Retail Discounts:** Watmos offers a retail discount scheme offering high street, travel and leisure discounts.

**Travel to Work Loan:** Watmos offers a travel to work loan scheme to assist with the purchase of travel season tickets.

**Flu Vaccination:** Watmos offers a free flu vaccination.

**Probationary Period:** The post will be subject to a six months probationary period.

**Notice Period:** You may terminate your employment with Watmos by giving one month's written notice. The minimum period of notice to which you are entitled from Watmos during the probationary period is two weeks. The period of notice to which you are entitled following successful completion of the probationary period is one month.

**Health Screening:** All employees joining the organisation are asked to complete a 'Health Declaration' form.

# About

# WATMOS Community Homes

## INTRODUCTION

WATMOS Community Homes is a unique social housing landlord owning just over 2700 homes for rent in the Walsall area of the West Midlands and Lambeth in London. There are also 300 leaseholder properties. As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community. Watmos Community Homes (WCH) is based around ten Tenant Management Organisations (TMOs).

## OUR MISSION

Our mission is:

***“Developing strong, sustainable communities, within safe and pleasant neighbourhoods through resident control and locally accountable tenant management.”***

## KEY PRINCIPLES

WATMOS was set up to build on the success of tenant management in Walsall and as a social housing landlord we are proud to offer something a bit different.

Our approach is based on various key principles:

1. Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates.
2. Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants.
3. Our estates should be attractive, desirable and offer a high level of security.
4. We shouldn't just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

# About

## WATMOS Community Homes

### OUR CORPORATE DIRECTION

Our corporate direction is decided through tenant consultation. Tenants and residents are encouraged to participate in setting the aims, objectives and priorities of our organisation, driving WATMOS in the direction that our tenants are passionate about. Our tenant satisfaction is high and our people are able to witness the shaping of the organisation through their priorities.

### OUR VISION AND VALUES

#### **Democratic local resident control and service delivery through tenant management organisations**

As a community-based organisation with strong roots in our neighbourhoods, we're committed to providing services through our TMO partners at a local estate level, through accessible offices within walking distance. We believe this is what makes our residents the best people to help us set, scrutinise and deliver the services we provide. Their key insights and involvement ensure we maintain an effective, efficient approach to managing our business and improving our performance.

#### **Providing a secure and pleasant residential environment**

We know that many tenants choose to live on our TMO-managed areas because of the attractive environments and the feeling of security. To protect and promote these benefits we'll maintain the homes and keep them in excellent condition. We'll also effectively manage the estates, addressing all levels of anti-social behaviour while investing in environmental improvements.

#### **Offering social and personal development opportunities**

Because we believe our communities should thrive, we provide accredited training and support to help our residents to grow socially, develop work skills and flourish. By partnering specialist organisations, we help them improve areas like personal finances, health and well-being, allowing them the freedom and the choices to live better lives and enjoy our communities.

We recognise our staff are also an invaluable resource. We're committed to ensuring that every member has a personal development plan offering the benefits of mentoring, training and guidance to improve their CV, raise their confidence and improve performance. It empowers them to make fantastic business decisions and progress their skills and self-esteem.

#### **Offering value for money**

We're proud to be an independent Registered Provider that's resident controlled. We take great care to ensure that our financial success supports the vision and ambitions of our unique organisation. Our ethos of offering value for money is a primary objective and the views of residents and stakeholders drive our understanding of performance in this area. As a team, we pledge to keep WATMOS Community Homes financially strong without lowering the high standard of local housing services we offer. We're also committed to maintaining the transparency our residents expect. As a result, we ensure our business plan is up to date and fit for purpose whilst also promoting a positive relationship with our Regulators and Funders.

# About

# WATMOS Community Homes

## **Working with others to provide strong sustainable community led housing**

By working with key stakeholders we promote the values of community-led housing, demonstrate the benefits of tenant management, protect social tenants' right to manage their homes and champion the housing co-operative principles. We believe that services led by tenants are more likely to be in tune with their genuine needs. Working together with like-minded organisations locally, regionally and nationally WATMOS Community Homes promote and raise the profile of community-led housing and strengthen the co-operative housing sector within the wider housing world.

## **OUR CORPORATE PRIORITIES 2018 – 2023**

### **Investing in our Homes and Neighbourhoods**

We know that our residents really value being part of a community. It matters to them and that's why it's important to help them maintain their home, improve their environment and instil a sense of pride about the area they live in.

At a strategic and enabling level we will aim to achieve this by:-

- Continuing to provide high quality homes exceeding the National Decent Homes standard supported by a plan to invest in the current and future needs of properties and estates.
- Achieving real tenant satisfaction in all areas of our work by providing excellent resident led repairs services shaped to meet local area priorities
- Improving the financial and social returns from our housing and non housing assets.

### **Promoting Community Empowerment, Involvement and Social Value across our Operations**

Involving our residents is essential to the way we work. The development of effective resident empowerment and participation, from governance level to service delivery, ensures we accurately meet the needs and expectations of our customers. By co-designing our services we can share decision-making power with the people who matter. This means their voices are heard, valued and debated before any actions are carried out.

We aim to achieve this by:-

- Connecting with existing groups and plan any activities with an understanding of what's already happening in an area.
- Providing support groups to create more social action-based options for people who need guidance.
- Ensuring social action flourishes by removing barriers and reducing inequalities to encourage more reluctant groups to participate.
- Supporting the local economy
- Improving our external image, community relations and service delivery

# About

## WATMOS Community Homes

### **Organisational Prosperity**

We're a unique organisation offering residents more than housing. We want to understand and quantify the difference our approach has made to improving quality of life for our residents. We'll use this information to ensure the organisation prospers, so more people benefit now and in the next generation.

We aim to achieve this by:-

- Ensuring strong governance, including succession planning, skills analysis and good practice in governance.
- Growing our organisation strategically by stock transfer, acquisition and development.
- Building productive working relationships, partnerships and strategic alliances.
- Improving our financial efficiency and corporate financial strength.
- Offering greater transparency in our financial business and striving for delivering Value for Money in the context of our service delivery model.
- Improving our internal and external communications, increase our profile and influence within social housing and mutual housing models.
- Continuing to manage risk effectively, including high level risk and assurance at Board level, as well as risk triggers throughout the business.
- Making technology work for us to streamline back office functions and front line services.

### **Investing in Our People**

We know our organisation's success relies on the dedication of our volunteers and staff. The commitment and contribution made by every one of them is invaluable and hugely appreciated. In return, we aim to support them in developing their own personal skills and reach their full potential. It's also important for staff to recognise a direct link between the performance of the organisation and their pay, so we can work together to create an even more successful organisation.

We aim to achieve this by:-

- Developing a culture of high performance and efficiency.
- Ensuring that staff and volunteers who've contributed to our success are recognised and rewarded.
- Ensuring staff and volunteers are capable and competent to meet organisational goals.
- Achieving high levels of staff satisfaction through employee well-being, involvement, commitment and pride.
- Inspiring individual members of staff to learn, develop and support their career aspirations.
- Celebrating and communicating our success.



# About

## WATMOS Community Homes

### **Delivering and Improving our Community Led Housing Services**

Understanding our performance across a range of indicators is vital to making sure we meet our corporate priorities. These have been identified by our residents and stakeholders using consultation events across the Group. This helps us make sure the services we provide as a landlord genuinely meet the needs of our communities. It also determines whether they're up to date and offer value for money whilst maintaining the ethos and values of WATMOS Community Homes.

We aim to achieve this by:-

- Being a great landlord offering locally based, high quality services
- Being efficient and effective in meeting the services needs of our residents.
- Achieving high levels of tenant and leaseholder satisfaction.