

JOB DESCRIPTION

Job Title: Tenancy Support Officer (Housing Management)

Responsible To: Tenancy Support Manager

Summary of the Role

As a tenant led housing association it is imperative that all colleagues effectively engage with our communities, have a passion for effective community empowerment, promote CGA membership and act as an ambassador for the Gateway model.

Overall purpose of the role is to provide efficient and effective tenancy management to ensure income loss is kept to a minimum. The post holder will ensure tenancies are ended in a timely manner, and that prompt action is taken where it is believed a property has been abandoned.

Assistance will also be provided to the Tenancy Support Team in delivering other key services including welfare benefit support and undertaking financial assessments with prospective new tenants.

Key Responsibilities

- Provide advice, assistance and support to customers who wish to terminate their tenancy
- Carry out exit interviews with customers
- Adopt a proactive approach to ensure customers terminating their tenancy return their paperwork and keys in a timely manner
- Actively pursue payment of rent and any other debts owed to the Association during the notice period
- Attend eviction appointments with the Court Bailiff
- Assist the customer to maximise their Housing Benefit on termination of their tenancy
- Recover former tenant debt in accordance with policies and procedures
- Deal quickly and appropriately with all reports of abandoned properties, ensure policies and procedures are followed to keep income loss to a minimum

- Aid tenancy sustainability by contacting the customer following sign up, to ensure they have moved into their new home in a timely manner
- Liaise with other specialist teams to ensure the customer receives the relevant assistance where support needs have been identified
- Provide cover for Financial Assessments
- Contribute positively to the work of the Income Management Team and it's performance management culture
- Achieve individual performance targets
- Liaise effectively with other specialist teams in pursuance and avoidance of debt
- Collect and maintain statistical information as required
- Assist in the process of consulting customers on developments and improvements to the service provided by the team
- Operate flexible working hours to include occasional evening and weekend work
- The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role

Corporate Responsibilities

- To continually strive to achieve excellence and be a high performing colleague who always delivers on their promises.
- To develop effective and collaborative working relationships with all colleagues to enable CGA to deliver it's priorities.
- To follow all CGA's Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
- To attend and positively engage with all mandatory training, including, health and safety, equality and diversity, safeguarding and data protection.
- To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
- To work in such a way that supports CGA in delivering value for money for our tenants.
- To uphold a culture of passion, openness, trust and respect with colleagues, customers and other key stakeholders.
- To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.

- To uphold CGA's Corporate Values and behaviours in all activities.
- The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

PERSON SPECIFICATION

Experience

- Experience of working in housing (e)
- Experience of working in a front face customer focused role (e)
- Experience of welfare benefits (d)
- Experience of working in a fast paced environment (e)

Skills and Abilities

- Able to influence internal and external customers (e)
- Able to adapt quickly to emergency situations (e)
- Able to advise customers in relation to welfare benefits (d)

Qualifications and Knowledge

- Knowledge of housing legislation (d)
- Knowledge of basic welfare benefits (d)

Personal Qualities

- Adaptable, confident, enthusiastic, target driven. (e)

Values and Behaviours

Each of our Corporate Values has a set of expected behaviours. These will not form part of the shortlisting process but will be used during interview and assessment stages, as well as part of our performance management framework. These can be found in our 'Let's Talk Behaviours' booklet.

Key Expectations

- Passionate about the Gateway Model
- A true commitment to the value of tenant involvement and empowerment
- A champion for promoting diversity
- A commitment to working collaboratively with all colleagues
- A passion for our purple culture!

I understand and agree that the content of the above job description and/or person specification may be subject to change in line with business needs.

Name _____

Signed _____

Date _____