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| **Belle Isle Tenant Management Organisation Job Description**  **Job Title: Tenancy Support Officer**  **Grade: C3** |

**Belle Isle TMO - Mission and Aims**

The postholder will be employed by Belle Isle TMO and will work towards helping Belle Isle TMO achieve its mission which is to Build a Better Future for Belle Isle. In addition the postholder will contribute to Belle Isle TMO’s aims which are to;

* Provide High Quality Services
* Help build a safer and stronger community
* Be a well-run Tenant Management Organisation

**Belle Isle TMO Values**

The postholder will support Belle Isle TMO’s core values which are;

* High standards of governance, accountability, leadership and probity.
* Working together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.
* Doing things to the best of our ability and providing the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.
* Ensuring an atmosphere of respect, integrity, fairness and trust - At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures.
* Developing good communication that is clear, accurate and appropriate. We will actively listen to and value each other’s points of view and provide an environment where people are happy to share ideas and information in a variety of ways

**Belle Isle TMO - Service promise.**

The postholder will contribute positively to Belle Isle TMO’s Service promise which is to:

* always be as helpful as we can be;
* offer relevant, useful and accurate information;
* make sure we have a range of services and activities that meet service user needs;
* listen to service users and wherever possible, act on feedback;
* support service users to achieve their goals; and smile

# Overview of the job

To work as part of the Tenancy Support Team to provide support and enforcement activity to the tenants of Belle Isle through new tenancy visits, annual tenancy visits, monitoring and dealing with breaches of tenancy agreements and liaison with external agencies.

To work with the Lettings Coordinator in successfully establishing tenancies and implementing the introductory tenancy process

To work with colleagues in sheltered services to provide support in relation to this client group and in times of staff absence to contribute to cover arrangements

Evening work including attendance at community meetings, events and projects is required.

**Specific Duties**

* To maintain a caseload in relation to vulnerable tenants requiring support to successfully manage their tenancies.
* To signpost vulnerable tenants to appropriate support agencies and liaise with relevant agencies as required.
* To investigate and take appropriate action to remedy any identified breach of tenancy conditions including attendance at court if necessary
* To undertake new tenancy visits including identifying vulnerable tenants who require additional housing related or other support.
* To implement Safeguarding protocols
* Undertake tenancy visits to inspect property condition and carry out appropriate tenancy checks, gathering and recording of information, using appropriate IT equipment in order to achieve the organisation’s annual tenancy visit programme.
* To play a key role in regular estate inspections and, using the information gathered work with other officers at Belle Isle TMO and other agencies to ensure that gardens and properties are maintained to the standard set out in the Tenancy Agreement.
* Frequent attendance and participation at community meetings, events and projects including Tenant and Residents Association meetings and Belle Isle TMO/Tenant Involvement projects to establish a working relationship with local residents in order to gather information on local estate based issues and feed this information back to the organisation as a whole and recommend appropriate solutions
* Any other duties commensurate with the grade, necessary to meet business need as requested by the line manager

It should be noted that the above tasks are subject to occasional changes to incorporate other commensurate duties and responsibilities to organisational change/review and to assist flexibility. The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post as specified by the Chief Executive.

**Person Specification**

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| **Area** | **Essential** | **Desirable** |
| **Experience** | Of managing difficult and complex situations dealing with customers and other agencies on a daily basis and in sometimes difficult situations. | Experience of the use of computer systems and software applications effectively in the extraction and analysis of data including bespoke housing management systems, spreadsheets, word-processing and database software. |
| Of mediation as a dispute resolution process. |
| Of managing breaches in Tenancy Agreements. |
| Of liaising with internal and external agencies on a daily basis. |
| Of analysing information and applying set criteria in line with procedures. |
| Of participation in community meetings, events and projects, establishing working relationships and gathering information to support ongoing development. |
| Of preparing legal paperwork and serving cautions or notices as required. |
| Of the range of services offered by support agencies, especially where tenants require more intensive support |
| Of providing a professional customer focussed service with commitment to customer care. |
| Of planning and organising own work effectively in order to ensure the achievement of objectives. |
| Of working effectively as part of a team. |
| Of general office routines and financial procedures. |
| **Knowledge and**  **Qualifications** | An understanding of the conditions of the Tenancy Agreement and the remedies available for dealing with breaches of the conditions. | Knowledge of the operation of office based IT systems including, the Orchard Housing  Management  System, HUB Caseworks database and Microsoft Office packages. |
| Of the range of services offered by support agencies, especially where tenants require additional/specialist support. |
| An appreciation of the fundamentals of customer service. |
| General level of education with minimum 4 |

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| **Area** | **Essential** | **Desirable** |
| **Skills** | Ability and confidence to communicate effectively with a wide range of people. |  |
| Ability to identify problems, investigate and provide solutions. |
| Ability to identify issues of vulnerability, be sensitive to individual needs, show understanding and maintain customer confidentiality at all times. |
| Ability to manage sometimes challenging and complex situations relating to tenancy issues, and good negotiating skills in potentially difficult situations. |  |
| Ability to listen, extract and transfer accurate information to the relevant computerised systems. |
| Ability to communicate effectively with a wide range of people, answering queries, obtaining and presenting information. |
| Ability to work on own initiative and prioritise own workload to ensure that deadlines are met. |
| Ability to provide information accurately and concisely. |
| Ability to work outdoors in all weathers undertaking visits on a day to day basis |
| Flexibility in approach to working hours and ability to attend evening meetings. |
| Ability to provide information accurately and concisely. |
| **Values and**  **Attitudes** | To uphold and promote the mission, aims, goals, service promise and values of the organisation. |  |
| To work closely with colleagues as part of a team in providing a professional service to meet the needs of the tenants and residents of Belle Isle. |
| At all times to provide a professional, courteous and helpful customer focussed service. |
| To communicate effectively across all areas, to ensure the ongoing development of the service and the organisation. |
| Demonstrate respect, openness and integrity when dealing with tenants and customers |
| Confident and authoritative approach when dealing with people at all levels, both inside and outside the organisation. |
| Conscientious approach towards completing tasks accurately and to deadlines. |
| Flexible approach to team working to ensure the operational needs of the organisation are met. |
| To undertake any other duties, commensurate with the level and experience of the post holder, as may from time to time be required by the Chief Executive, to ensure service continuity, and for the benefit of the organisation as a whole. |
| **Values and**  **Attitudes** | To carry out the duties of the post, in accordance with all appropriate organisational, statutory, regulatory and professional codes of conduct and codes of practice as applicable within the duties of the post and of the organisation as a whole. |  |
| To contribute to the aims of the organisation and the development of services by taking an active part in regular supervision, team meetings, team and individual training, promotional, consultative and tenant involvement opportunities and activities |
| To develop and maintain professional links with internal and external customers and stakeholders, as appropriate, for the benefit of the organisation and the tenants and residents of Belle Isle. |
| Willing to take personal responsibility under and abide by B  Policy and Equal Opportunities Policies in the duties of the post and as an employee |