



**Could you help
people build and
sustain successful
tenancies?**

JOIN US

Tenancy Support Officer

Grade C1 to C3

£29,542 to £34,811 depending on experience

**Belle Isle Tenant
Management Organisation**

Aberfield Gate, Belle Isle, Leeds LS10 3QH
General Enquiries: 0113 3782188 | Emergency: 0113 376 0410

Work for BITMO as a Tenancy Support Officer



BITMO is a tenant-led organisation providing housing and community services in Belle Isle. Our mission is to build a safer, stronger, greener Belle Isle where people want to live, and tenant satisfaction is our number one priority. We are looking for a Tenancy Support Officer to join our team.

This is a varied, practical and people-focused role. Your work will include letting homes, supporting new and existing tenants, helping people manage their tenancies and work in communities to resolve anti social behaviour, responding to safeguarding concerns, and working with partner agencies. You will also get involved in community activities and initiatives to improve Belle Isle.

Overview of the job

Some situations will require support and empathy; others will require you to have difficult conversations and apply tenancy conditions fairly. Good judgement and the ability to build positive relationships are therefore essential.

You might already work in housing – but you don't have to. We will provide training and support to develop the housing knowledge you need.

We offer 26 days' annual leave rising to 31 days, plus public holidays, Local Government Pension Scheme membership, flexitime and opportunities for learning and development.

If you're thinking...

I could do this, but I haven't worked in housing before"

...we would still like to hear from you!

The postholder will contribute to Belle Isle TMO's aims which are to;

01.
Supporting
people to live well



02.
Investing in
people's homes



03.
Building tenant
control



Occasional evening and weekend working is required.

Working at Belle Isle TMO



Thank you for your interest in working at BITMO. We are a skilled, accountable, tenant-led and community-centred organisation – and our people are central to our success.

We are looking for someone who can take on the role of Tenancy Support Officer.

You don't need to be a ready-made housing officer. You need to be someone capable of learning how to solve home and community based problems, maintain records and sometimes have difficult conversations.

We recruit people who share our values and have the right attitude to succeed. While skills and experience matter, we also look for professionalism, adaptability, good customer care, a willingness to learn and a genuine commitment to the people and community we serve.

What you can expect from us

When you join BITMO, we will help you understand the organisation, our community and how your role contributes to our purpose. You can expect:

- a comprehensive induction and structured support during your probation.
- clear objectives and expectations.
- regular one-to-ones and an annual appraisal.
- opportunities to learn, develop and broaden your experience.
- constructive feedback and support to help you succeed.
- opportunities to contribute ideas and influence how we improve.
- a workplace that values respect, inclusion and colleague care.

We are a relatively small organisation, so career development does not always mean promotion. We encourage people to develop new skills, broaden their experience, build confidence and contribute to improving the organisation.





Everyone at BITMO contributes to our success

Our colleagues take responsibility for the quality of their work, their behaviour and their own development; to work constructively with colleagues; to be open to feedback and change; and to look continually for ways to improve what we do.

Above all, we expect everyone to remember why we are here: to deliver better outcomes for our tenants and community.

Our values and behaviours

Our values describe the organisation we want to be:

Our Values

What this means for you

Tenant Leadership

You will understand tenants' rights, and will prioritise them in the way you work. You will treat tenants with respect and courtesy.

Community Centred

You will work within the community on projects and initiatives.

Accountability

You will follow policies, and procedures, and where you are not clear about them you will ask for clarification and help.

Collaboration

You will communicate honestly and openly with a problem solving mindset, working with colleagues across the organisation.

Excellence

You will always question whether the way you are working is the best way and will seek opportunities to improve efficiency, effectiveness and the outcome for tenants and the organisation.

Respect

Act consistently with respect towards tenants and colleagues. You will demonstrate integrity fairness and trust.

Inclusion

You will value diversity and the value each person brings.

Your voice matters

We want colleagues to contribute ideas and help us improve. Through team meetings, one-to-ones, colleague forums, working groups, surveys and other opportunities, everyone can contribute.



Our Mission is to build a safer stronger greener belle Isle where people want to live.

Your core aims will be to:

Manage lettings within Belle Isle, using the choice-based lettings policy and IT system.

Deal with a tenancy management caseload covering support and enforcement.

Participate in cross team activities that benefit tenants and the Belle Isle estate.



BITMO is a great organisation, and you could be part of it being even better!

About the job

Job Particulars

TEAM

This post is within the Tenancy Support Team. However, the postholder will be expected to work with and co-operate with other members of staff to ensure that a smooth effective service is delivered.

REPORTING TO

Your Line Manager is the Tenancy Support Manager although this may be varied by Belle Isle Tenant Management Organisation.

ANNUAL LEAVE

26 days rising to 31 upon five years service

HOURS

This position is full time, 37 hours per week. Normal office hours are between 9.00am and 5.00pm. Monday to Friday with a flexi time scheme in place which allows for flexibility in hours of work between 7.30 am and 6.00 pm subject to the needs of the organisation. All Belle Isle TMO posts are open to job share.

You will be required to attend evening meetings as necessary and there may also be very occasional weekend working. Appropriate time off in lieu is given for these instances.

The post is subject to hybrid working, four office days and one day at home.

OTHER CONDITIONS

The Local Government Pension Scheme applies to this post. Employees' pension contribution of 5.5% - 12.5% of your pensionable pay depending on your salary level.

CONTRACT DURATION

This post is on a permanent contract.

SPECIAL CONDITIONS

Belle Isle Tenant Management Organisation has a reciprocal agreement with Local Authorities to allow continuity of service.



About the job

Specific Duties

The specific duties are subject to occasional changes to incorporate other commensurate duties and responsibilities to assist flexibility. The duties outlined are not meant as an exhaustive list. Any other duties commensurate with the grade will be expected as specified by management.

1. To manage the allocation of properties, including advertising through CBL, processing applications, conducting viewings, and signing up new tenants.
2. Make sure all relevant IT systems and records are updated.
3. To liaise with support providers and advocates to ensure that all supporting information is accurate and in place to support an offer of accommodation.
4. To provide practical support where required to applicants who are less able to complete application processes, forms or use IT systems.
5. To ensure that potential and new tenants are aware of their responsibilities under the Tenancy Agreement. Explaining the role of Belle Isle TMO and making new tenants aware of the rent payment options available to them, including access to the Housing Benefit and Universal Credit procedure as appropriate. In addition to check any referrals to external agencies for additional support are still applicable.
6. To conduct new tenancy visits at agreed intervals to ensure the tenant has moved in and has the support they need to successfully manage the tenancy.
7. To identify support needs of current tenants and provide support or signpost as appropriate.
8. To form part of the organisation's arrangements responding to reports of domestic abuse and safeguarding concerns.
9. To proactively manage the physical environment in terms of gardens and fly-tipping.
10. To investigate complaints of anti-social behaviour and other breaches of the tenancy agreement and be the case holder managing the support / enforcement action.





A varied and people-focused role

11. To liaise with LASBT, the police, social services, legal services and other relevant agencies to tackle nuisance, ASB, and other tenancy breaches providing a support and enforcement approach.
12. To ensure all tenancy related issues are resolved promptly and effectively, and to maintain accurate and up to date records of all tenancy related activity.
13. To maintain effective communication with tenants and applicants always providing a high level of customer service.
14. To prepare and serve legal notices to tenancies and ensure relevant IT systems are updated.
15. To undertake the accurate recording of CORE data.
16. To work closely with the repairs team negotiating, as required, the timely return of void properties to the appropriate lettable standard.
17. To participate in community meetings, events and projects.
18. To form part of ongoing cover arrangements for the day-to-day provision of Belle Isle TMO's telephone and face to face reception services.
19. To work within the organisations policies and procedures including data protection and financial regulations.
20. To identify and report tenant related risks in regard to Awaab's law, self-neglect, poor property condition including but not limited to hoarding behaviour.
21. Participate in community engagement activities, working alongside tenants and Board members to achieve BITMO's goals.
22. Participate in tenant engagement activities across the estate, such as ASB action days and Local Pride initiatives.
23. Participate in co-design of policies, procedures and work instructions, continuous improvement and quality assurance activities.

About the job

Person Specification

We recruit primarily for attitude, ability and alignment with our values. Previous experience of working in housing is helpful but is not essential. We will provide training and support to develop the technical knowledge required for the role.

1. Ability (Essential)

- communicate confidently, clearly and respectfully with a wide range of people.
- listen, understand different perspectives and explain sometimes complex information in an accessible way.
- build constructive relationships with tenants, colleagues and external organisations.
- remain calm, professional and fair when dealing with difficult, sensitive or challenging situations.
- exercise sound judgement and solve problems within agreed policies and procedures.
- organise and prioritise a varied workload and meet deadlines.
- work effectively both independently and as part of a team.
- maintain accurate records and handle information carefully.
- use standard IT systems confidently and learn new systems.
- understand and apply policies, procedures and guidance.
- recognise when a situation requires advice, support or escalation.
- balance supporting individuals with the need to apply rules and expectations fairly and consistently.

2. Behaviours and Attitude (Essential)

We are looking for someone whose approach to work aligns with BITMO's values & behaviours.

The successful candidate will demonstrate:

Tenant Led

Listens to tenants, treats people with respect and considers the impact of decisions on the people we serve. Demonstrate integrity and fairness.

Community Centered

Has an interest in people and communities and is willing to contribute beyond the immediate boundaries of their own tasks.

Personal Effectiveness

Takes responsibility for their work, behaviour and development. Is dependable, organised and willing to ask for help when needed.

High Performing

Takes pride in doing a good job, responds positively to feedback and looks for ways to improve services and outcomes.

Colleague Care

works constructively with others, treats colleagues with respect and contributes positively to the team.



// We provide the training & support to develop

3. Knowledge and Learning (Essential)

Candidates do not need to arrive with detailed knowledge of housing management. They must, however, demonstrate:

- an understanding of the importance of good customer service.
- an appreciation of the importance of people's rights and of treating people fairly and consistently.
- an ability and willingness to learn legislation, policies and procedures relevant to the role.
- an ability to learn and confidently use IT systems.
- a commitment to completing the training and development required to become competent in the role.

Desirable (The following would be useful but are not required)

We are interested in what you can bring to the role, not simply whether you have done the same job before.

- experience of working with the public or delivering services to people.
- experience of working with people who may need additional support or who are experiencing difficult circumstances.
- experience of handling challenging conversations, complaints or conflict.
- experience in housing, local government, community services, customer services, support work or another relevant service environment.
- knowledge of social housing, lettings, tenancy management, anti-social behaviour or safeguarding.
- experience of working with external agencies or partner organisations.
- experience of case management or maintaining detailed records.
- a relevant housing, customer service, community or other professional qualification.

Thank You

Thank you for your interest in working at BITMO. We are a skilled, accountable, tenant-led and community-centred organisation – and our people are central to our success.



If you think you are a good fit we'd love to hear from you!



Address

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Leeds LS10 3QH



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Online

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