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| JOB DESCRIPTION | |
| **Job Title:** | Tenancy Sustainment Officer |
| **NJC Scale Point:** | NJC Pt 9 – 19 (£20,903 -£25,481) depending on experience, pro rata. |
| Hours: | 37.5 hours per week and such additional hours as are required by the business from time to time. |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days). |
| **Location:** | Post holder will be based in Kingswood, however travel around Bristol will be required for this post.  Place of work will be reviewed in line with Covid-19 restrictions and an element of remote working is expected. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Home Turf Lettings Service Manager |
| **Accountable for:** | n/a |

#### Principle Purpose of the Job

Reporting to the Home Turf Lettings (HTL) Service Manager, the post holder is responsible for ensuring that all HTL tenants are able to sustain and succeed in their tenancies through:

* Effective assessment prior to tenancy offer
* Tenancy sustainment advice and housing and rent management
* Working with specialist agencies to broker in support in line with the tenants identified needs

#### Key Duties and Responsibilities

**Referral/Property Offer**

* Be the main point of contact for potential new tenant’s applications and referrals, building strong partnership relationships with internal and external partner agencies that refer into the service.
* Manage all applications and referrals into the service, conducting a robust and fair assessment of applications to ensure that all incoming new tenants are suitable for the property they are applying for and meet the criteria for being housed with HTL.
* Undertaking property viewings, providing potential tenants with all of the necessary information required for them to make an informed decision about proceeding with a tenancy.
* Completing all pre-tenancy administration including referencing, income and expenditure assessment, liaison with local authorities regarding rent in advance and deposit payments.

**Tenancy Set Up/Sustainment**

* Preparing and issuing all move in paperwork including Assured Shorthold Tenancy agreement, prescribed information and deregulation paperwork.
* Inducting new tenants into their properties and tenancies, making sure they understand their rights and responsibilities and that they ‘settle’ into their new home e.g basic knowledge of the property, supporting the tenant to set up benefits and bills payments.
* To build strong relationships with HTL tenants whereby there is a culture of those tenants contacting HTL before issues occur and enabling the prevention of arrears and/or other tenancy issues.
* To address the intensive support needs of vulnerable tenants through appropriate advice, assessment, referral to and collaborative working with specialist support agencies, seeking appropriate resolutions for tenancy sustainability and monitoring outcomes.
* Working alongside the portfolio Property Management Coordinator to ensure tenants use properties safely, that properties remain compliant to any health and safety and legislative requirements and that repairs and maintenance problems are resolved within target timescales and budget.
* Effective and priority management of any Anti-Social Behaviour (ASB) in any of HTL’s properties.

**Rent/Arrears Management**

* To carry out effective and regular monitoring of HTL tenants rent accounts, ensuring that payment issues are identified and dealt with quickly and efficiently and in line within expected timescales, policy and procedure.
* To prevent rent arrears from occurring, seeking sustainable resolution where they do and if possible - including resolution of benefit issues/problems through effective advice and sign posting to specialist partners.
* To follow HTL’s Rent Management and Arrears policy and procedures where arrears do occur and refer to the HTL Service Manager where serving an eviction is deemed the necessary solution.

**Move On**

* Notifying the HTL Service Manager and Property Maintenance Coordinator as soon as a Notice to Quit is received, to ensure that relevant steps are undertaken to re-let the property as soon as possible.
* Supporting tenants to move into longer term housing options, such as via housing associations, providing support and advice where necessary.
* To ensure that where a tenancy cannot be sustained, alternative and suitable housing options are successfully accessed (including through HTL).

**Monitoring and Recording**

* Ensure that all work is recorded accurately and in accordance with policy and procedures, on the relevant CRM or other related recording area.
* Provide feedback to the Service Manager as required, including reports on rent arrears and tenancy sustainment, ensuring that all actions are followed up within agreed target times .
* To notify the HTL Service Manager immediately of any HHSRS, safeguarding or overcrowding concerns so that appropriate action can be taken.
* Adhere to all relevant legislation and organisational policies and procedures at all times .

#### Organisational Responsibilities

1. At all times adhere to DHI policies and procedures, with specific reference to:

* Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
* Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
* Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI’s Equality and Diversity Policy.
* Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI’s Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
* Quality Assurance: to ensure all activities are managed in a way that supports DHI’s Quality Assurance systems.
* Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
* Lone Working: to work in accordance with the DHI Lone Working policy and procedures.

1. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
2. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
3. To perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
4. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * Proven ability to build effective relationships and experience of liaising with a variety of stakeholders in order to achieve successful outcomes. * Experience or demonstrable behaviours which show an ability to deal with challenging behaviours and conflict resolution. * Experience or demonstrable behaviours which show an ability to positively motivate tenants in sustaining their tenancy. | * Experience of working within a lettings negotiator or account management role. * Experience of working within a PRS or social housing environment. |  |
| **Knowledge** | * Understanding demonstrating an excellent level of knowledge and awareness of the principals of effective rent arrears prevention and management * An understanding of a variety of legislation including The Consumer Protection from Unfair Trading Regulations 2008 (CPRs), The Deregulation Act 2015, Immigration Act 2014 and Protection from Eviction Act 1977. * Excellent literacy and communication skills and an experienced and competent user of MS Office applications and bespoke software packages. * Able to work confidentially and appropriately with sensitive tenancy information. | * Holder of the Level 3 Award in Residential Lettings and Property Management, or working towards. * Knowledge of housing and welfare benefits. * A good awareness of the effects of homelessness and the challenges vulnerable people on low incomes face in being able to successfully sustain a tenancy. |  |
| **Skills** | * Excellent planning, time management and organisation skills. * Excellent attention to detail and the ability to maintain a high level of accuracy and quality of work. * Self-motivated, with the ability to manage own workload and varied priorities through to conclusion. * Demonstrates a professional, confident and positive attitude. |  |  |
| **Values and behaviours** | * Works in a way that aims to maximise the potential of others in their role. * Commitment to equal opportunities and anti-discriminatory policy and practice. * Shows positivity, enthusiasm, optimism, resilience and copes under pressure * Able to work independently and collaborate with others * Flexible, proactive and able to respond to changing operational demands |  |  |
| **Other information** | * Driving Licence with access to vehicle and willingness to use it for work travel. |  |  |