

Job Description

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| Post title | Housing Management Advisor (Tenancy/Estates) | Post ref | |
| Department | Housing Management and Tenancy Services | | |
| Grade | | | |

Overall job purpose

The post holder will be responsible for delivering a high quality tenancy and estates management service across the District including estate based activity within an area, ensuring that tenants are complying with the terms of their Tenancy Agreement.

Reporting relationships

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| Reports to: | Team Leader (Tenancy/Estates) |
| Responsible for: | Not applicable |

Key tasks and responsibilities – post specific

1. Manage tenancy related matters, ensuring that tenants are aware of their responsibilities under the Tenancy Agreement and provide advice and assistance to tenants as necessary.
2. Investigate and deal with anti-social behaviour and other breaches of tenancy conditions as appropriate including enforcement, taking detailed witness statements, mediation, conciliation, monitoring and preparation of legal documentation. This will involve close working with legal representatives and other partners and attendance at Court.
3. To ensure that the Tenancy and Estates Service complies with relevant legislation, good practice, policy and regulatory requirements.
4. Responsible for the monitoring and managing of own case load in line with performance targets, prioritising workloads to deliver stretching targets and deadlines, where many of the cases will be complex and of a very sensitive and emotive nature.
5. Maintain a highly visible profile on Council estates to provide an excellent estate management service.
6. Ensure Estate Management Inspections are undertaken on a regular basis to ensure the environment is maintained to a high standard. This will involve remedying problems and working with partners and residents.
7. Deal with requests for permissions and alterations and improvements to properties.
8. Undertake property inspections for tenanted properties.
9. Review introductory tenancies in line with procedures and legislation.
10. Investigate and make decisions on individual cases regarding all aspects of day-to-day housing management activity including processing requests for successions, assignments, joint tenancies and transfers of tenancy.
11. Investigate and deal with reports of abandoned properties, subletting and trespassing of properties.
12. Undertake reception duties, dealing with telephone and personal enquiries and provide

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| housing advice, deal with all aspects of office administration to ensure an effective delivery of the housing service. |
| 13. Identify and provide support to vulnerable tenants, liaising with and making appropriate referrals internally and externally to assist tenants to sustain a tenancy. |
| 14. To keep full and detailed records of all actions taken and all contact with tenants and to write non-standard letters, briefing notes and reports as and when required. |
| 15. To contribute to the development of and delivery of the Tenancy and Estates Service by keeping up-to-date with best practice and putting forward ideas and suggestions for service improvements. |
| 16. To present cases at Court for possession and appeal hearings and act as a witness for the Council. |
| 17. To liaise with and maintain effective working relationships with internal and external agencies and other service providers and to represent the Council at any meetings. |
| 18. Attend Tenant and Resident Meetings as required. |
| 19. To work in partnership with the Income Team and Anti-Social Behaviour Team, to ensure that any tenancy issues are dealt with, the best customer service is provided to tenants and that enforcement action is co-ordinated. |

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values, code of conduct and employee competencies.

Take responsibility for personal health and safety and have regard to other persons who may be affected by the performance of the duties of the post, in accordance with the provisions of Health & Safety legislation and relevant Council policies and procedures.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity.

Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

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| Employee signature: | | Date: | |
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Person Specification

| Competencies | | |
|---|------------------------------|-------------------|
| <i>Please refer to the employee competency framework for more information about behaviour descriptors for each competency</i> | Essential / Desirable | Assessment |
| Communication | E | Interview |

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|----------------------------|---|--------------------------------|
| Team working | E | Application form |
| Seeing the bigger picture | E | Interview |
| Making effective decisions | E | Interview |
| Delivering at pace | E | Application form/ interview |

| Skills | Essential / Desirable | Assessment |
|---|------------------------------|--------------------------------|
| Excellent communication skills – verbal and written | E | Application form/ interview |
| Excellent interpersonal skills – face to face and telephone | E | Application form/ interview |
| Excellent IT skills – proficient in use of MS Word, Excel and databases | E | Application form |
| Ability to organise workload and to work with minimal supervision | E | Application form/ interview |
| Ability to demonstrate creativity and initiative to problem solving | E | Application form/ interview |
| Have the ability to interpret legislation and policy | E | Application form |

| Knowledge | Essential / Desirable | Assessment |
|--|------------------------------|--------------------------------|
| Current social housing issues | E | Application form/ interview |
| Up-to- date knowledge of housing legislation, regulation, policy and practice and its practical application in Tenancy/Estate Management | E | Application form/ interview |
| Ways of consulting and involving residents | E | Interview |

| Experience | Essential / Desirable | Assessment |
|---|------------------------------|--------------------------------|
| Demonstrable experience of working in Tenancy/Estate Management and enforcement of tenancy conditions | E | Application form/ interview |
| Dealing directly with the public and delivery of high quality customer care | E | Application form |
| Dealing with and liaising with a range of voluntary, statutory and partner agencies | E | Application form |
| Presenting evidence in Court | D | Application form |

| Qualifications | Essential / Desirable | Evidence |
|--|-----------------------|------------------|
| 3 G.C.S.E.'s Grade A-C to demonstrate literacy & numeracy skills, or equivalent level 2 qualification in a job related subject | E | Application form |

| Additional information / other requirements of the post |
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| <ul style="list-style-type: none"> • The post holder is eligible for essential car user allowance, subject to meeting the policy requirements. • The post involves driving and so the post holder will be required to undertake relevant DVLA checks. • The employee will be required to work outside of normal working hours/attend evening meetings as part of their role, for which an appropriate payment or time off in lieu will be granted. • The working week will be 37 hours and will be worked between 8.00am and 6.00pm, Monday to Friday in accordance with the department and cover requirements. • The role will involve some lone working |

| Date produced / last amended |
|------------------------------|
| January 2019 |