

JOB DESCRIPTION

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| JOB TITLE: | Tenancy Services Officer |
| RESPONSIBLE TO: | Tenancy Services Coordinator |
| DEPARTMENT/SECTION: | Tenancy Services |
| SALARY (£): | Grade 6 |

MAIN PURPOSE OF THE JOB

- To assist in the delivery of the Tenancy Service within the Tenancy Services Team, which puts customers and service excellence as the first priority at the heart of the business and decision making.
- To assist in providing an effective, efficient and sensitive Tenancy Service to tenants and customers that supports and encourages the maintenance and sustainability of positive tenancies.

VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities

By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable



KEY RESPONSIBILITIES

- The main duties of this post relates to the provision of an excellent Tenancy Service within the Association that manages service effectiveness and sensitivity alongside outstanding customer service and information.
- To work as part of the Neighbourhood Services Team to deliver an effective, efficient and sensitive service to Tenants and customers that maintains and sustains positive tenancies.
- To support the Tenancy Services Coordinator in developing and implementing policies and procedures relating to tenancy services, ensuring that legal requirements and good practice are observed.
- To work as part of the Neighbourhood Services Team to address tenancy management matters and ensure that the Association's Tenancy Agreement and Conditions, policies, procedures, service standards and practices are adhered to at all times, and that performance standards and targets are met.
- To assist the Tenancy Services Coordinator in delivering early intervention strategies to create sustainable tenancies and ensure effective communications of rights and obligations under the tenancy agreement.

TENANT WELFARE

- To undertake the role of Designated Safeguarding Vulnerable Groups Coordinator and ensure that referred cases of alleged abuse are dealt with promptly and according to CCG policy and procedures
- To assist the Tenancy Services Coordinator in ensuring that welfare cases are dealt with according to agreed standards
- To assist the Tenancy Services Coordinator in undertaking welfare assessments
- To work as part of the Neighbourhood Services team on measures to reduce tenancy problems including, when necessary, attending inter agency and inter departmental meetings on relevant matters, along with preparing and recording evidence.
- To work as part of the Neighbourhood Services Team on cases arising from welfare and care matters in circumstances such as (but not limited to):
 - Mental Health issues
 - Age



Alcohol and Substance misuse
Child Welfare
Domestic Abuse

- To ensure effective liaison with other sections within the Association as well as external stakeholders to ensure appropriate referrals are made for customers with potential support needs or who may pose a potential risk in terms of maintaining their tenancies.
- To assess requests from elderly and or vulnerable tenants against the set criteria to qualify for the Association's handyman service, and older persons grass cutting service

HOUSING MANAGEMENT

- Assisting the Tenancy Services Coordinator in implementing the Association's adaptations policy by preparing information for and attending adaptations panels if necessary
- Assisting in the implementation of the Association's mutual exchange policy ensuring that the mutual exchange service is promoted and that requests for exchange are responded to effectively.
- Assisting in the implementation of the Association's under occupancy policy and encourage tenants to move to more suitable homes through transfers and mutual exchanges
- To deal with tenancy succession matters, tenancy assignments and other changes to tenancies e.g. joint to sole
- To provide other services to Tenants e.g. white goods schemes and unmetered power supplies or utilities
- To work with leaseholders and owner occupiers to ensure they receive appropriate information and are encouraged to participate alongside tenants

CUSTOMER SERVICES

- To work closely with the Customer Services team to provide accurate information to our customers by way of telephone contact, correspondence, office interviews and home visits



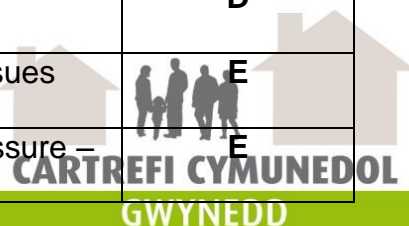
GENERAL

- To carry out any other duties appropriate to this post as necessary or as requested

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your line manager, Assistant Director, Director or Chief Executive

PERSON SPECIFICATION

| | ESSENTIAL/ DESIRABLE |
|--|-------------------------|
| QUALIFICATIONS | |
| A good standard of education, minimum to GCSE level or similar (grade C or above) | E |
| Evidence of continuous personal professional development | D |
| EXPERIENCE, KNOWLEDGE AND SKILLS | |
| Experience of operating within a housing or customer service organisation. | D |
| Experience of customer service with a focus on the delivery of established outcomes and targets | E |
| Working knowledge of the values of the organisation and a track record in behaviour to meet those values. | D |
| Able to deal with diversity within the customer base and to effectively meet the needs of both challenging and vulnerable customers | E |
| Focused on achievement, meeting clear targets and reviewing own progress against agreed service standards. | E |
| Demonstrate experience of delivering a responsive front line service including continuous improvement with a customer centred environment with examples of positive change to performance and satisfaction levels. | E |
| Outline knowledge of relevant housing management regulations, Commitment to tenant involvement and community engagement. | D |
| Knowledge, understanding and practical application of diversity issues within a customer service environment. | E |
| Self motivated, flexible, open, positive and able to work under pressure – displays confidence in service delivery. | E |



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| Able to communicate clearly with customers, managers and stakeholders. Has an empathy with and can engage with the less advantaged members of our communities | E |
| Sensitivity to confidentiality and conflicting service needs | E |
| Able to innovate and welcome new ideas | E |
| Ability to create a rapport and build relationships with tenants, staff and other partners to achieve positive service results. | E |
| OTHER | |
| An approachable team worker who can build positive relationships and work effectively across service boundaries. | E |
| Possess a willingness to learn and committed to continuous improvement | E |
| High level of motivation, integrity and impartiality, inspiring confidence in tenants. | E |
| In possession of a full driving licence. | D |
| LANGUAGE REQUIREMENTS | |
| The ability to communicate fluently through the medium of Welsh and English. | E |

