Role Title	Tenancy Officers
Job Family	Resident Services
Competency Level	All Colleagues
Pay Range / Scale	SO2

Purpose

To ensure the highest quality of local authority housing by undertaking investigations, inspections and enforcement activities in response to complaints and enquiries, ensuring that government and council policies, objectives, plans, priorities and legislation are successfully implemented.

To work with partners and statutory agencies to ensure that breaches of the tenancy agreement are acted upon and corrected using all types of enforcement action.

Ensure the Housing customer is at the heart of the service.

Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required. Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to, and all information is correctly recorded and processed. Accurate, complete, and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	**End Results/ Outcomes**
To deliver a responsive customer focused mixed tenure management service, (including licences, leases, shorthold assured tenancies etc) to residents and prospective residents.	Ensure an excellent customer experience. Customers know who to contact and that their queries are responded to within the agreed service levels.
To work with other agencies/partners to identify, learn from and produce action plans to resolve housing issues	Strong relationships ensure that customers receive the best possible service. Working smart is achieved with the relevant team taking ownership to achieve the necessary outcomes.
To represent the Council to residents, members of the public and outside agencies and form effective working relationships.	To be an ambassador for and promote the service.
To identify residents with support needs and refer them to appropriate voluntary and	Customers receive the support at the time that they need it most and before it is too late.

statutory agencies. To liaise closely with agencies providing support services to maintain a high quality and efficient and practical service to residents. Representing the service at case conferences as required preparing action plans to support vulnerable tenants and undertake regular visits	Tenancy sustainability is promoted, and customers are given the tools to remain in their homes. Housing remains as a key player and stakeholder for safeguarding within Waltham Forest.
To carry out annual tenancy audits of all properties and regular visits as required to deal with tenancy issues ensuring prompt tenancy changes such an Introductory to secure, introductory extensions, joint to sole and others.	Reducing the use of valuable social housing stock by non-qualifying tenants. Positive and proactive approach to tackling tenancy fraud. Waltham Forest are aware of who our customers are and their changing housing/support needs.
Working with the Place Officer team, H&S team, Adult Social Care and Fire Service to identify hoarders and residents who may present an increased fire risk. To maintain a register of these residents, working with colleagues and other agencies to negotiate and encourage tenants with complex needs to manage the risk, taking enforcement action where needed	Waltham Forest can appropriately support vulnerable customers to reduce the level of hoarding. A reduced risk to other Residents is caused by the adverse effects caused by those that hoard is successfully achieved. Waltham Forest is able to take positive enforcement action effectively and efficiently where necessary
Responsible for completing PEEPS (Personal Emergency Evacuation Plans) as and when required'	Residents who need support can safely evacuate in the case of an emergency
To liaise with Place Officers and maintenance contractors on estate and block work which is required.	Makes the estates where customers live clean and tidy. Creating positive environments for customers to live.
To deal effectively with nuisance or anti-social behaviour working together with the ASB team where necessary so that our estates are clean safe places to live.	Customers are proud of the place where they live and to call them 'Home' Robust action results in communities being clear that Waltham Forest will address any tenancy breaches efficiently.
To support Housing Engagement	Promotes community cohesion through customer

and Housing Insight and Service Improvement Officers with crime reduction initiatives so that residents feel safe and are empowered to make a positive contribution to their community.	involvement in developing the communities. Strong teamworking ensures efficiency and consistency is achieved for the customers
Take ownership of the void and re-let process to ensure that empty homes are re-let as quickly as possible to maximise income to the Housing Revenue Account and meet housing need, by ensuring other teams are aware of evictions and following up on cases of abandonment.	Properties are let quickly resulting in customers being housed quickly. Reduces the number of customers spending time in temporary accommodation. Increase income to the Housing Revenue Account
To process casework ensuring legislation and agreements are used to resolve contentious situations. To implement legal proceedings including those relating to anti-social behaviour and other breaches of tenancy as agreed by the Tenancy Manager, attending court, preparing reports, taking vacant possession of and securing properties.	Maintains strong communities as tenants' legal action is taken quickly. Excellent written reports ensure that legal action is successful, resulting in safer estates.
Complete sign ups and discuss all elements of the tenancy including rents with the new tenant. Ensuring that they are aware of charges and advanced payment	Promotes a 'Customer first' approach to letting properties. Reduces miss communication with tenants.
Attending resident/community group meetings and ensure issues are acted upon and feedback given to residents. This will involve evening meetings and some weekends.	Ensures that customers of Waltham Forest are given a voice at the appropriate time and location
Any other duties or responsibilities reasonably requested by managers.	

Nature of Contacts
Key contacts are internal and external customers/stakeholders. Will involve direct contact with members of the public including dealing with challenging

situations where influence may be needed.

Deal with people at all levels confidently, sensitively, and diplomatically.

Procedural Context
Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Usually works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council and legislative policies and procedures. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Occasionally the post will be expected to work from other locations
Key Facts and Figures

Resourcing
Budget Responsibilities: None
Supervisory Responsibilities: None
Knowledge, Skills and Experience
Able to demonstrate knowledge of relevant housing legislation. Experience of housing management applied in a multi-cultural environment. Able to manage a complex workload and demonstrate experience of using the various tools to deal with tenancy breaches. Knowledge of current housing and public sector issues. Able to balance the needs of all key stakeholders and the ability to explain complex decisions taken by the service in a clear and concise manner. Creative thinking and ability to persuade influence and convince others. Prioritises work, manages own time productively and identifies areas requiring attention in order to achieve targets.

Strong written, verbal and presentation skills and ability to promote the service.

Doesn't make assumptions, listens carefully and makes every effort to help customers to understand the advice and information given.

Recognises confidential and sensitive information and handles discreetly and with tact.

Looks to resolve complaints effectively at the earliest opportunity.

High level of IT skills working with a data base (Northgate) and software applications to produce letters and reports effectively.

Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers.

Ability to draft and write complex correspondence and reports.

Ability to ensure all work/actions is updated on system and uploaded on house files to enable excellent record keeping.

Indicative Qualifications

Numeracy and literacy qualification e.g., GCSE English and Maths or equivalent.
Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.