

<b>Role Title</b>	<b>Tenancy Management Coordinator</b>
<b>Job Family</b>	<b>Place Directorate</b>
<b>Competency Level</b>	<b>All Colleagues</b>
<b>Pay Range / Scale</b>	<b>SO1</b>
<b>Purpose</b> To support the day to day business of a busy housing operations team providing a comprehensive tenancy management service for tenants and leaseholders.	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
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.	<p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared.</p>
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.

<b>Job Specific Accountabilities:</b>	<b>End Results/ Outcomes</b>
To deliver a responsive customer focused tenancy management service to residents and prospective residents.	<p>Ensure an excellent customer experience.</p> <p>Customer queries are responded to within the target timescales. Electronic system is updated with all interaction with residents</p>
Communicate effectively with internal and / or external customers	<p>Relevant, accurate, understandable and timely information is provided at all times.</p> <p>A high standard of service to all customers that is courteous, approachable and helpful; advising, supporting and resolving issues</p>
Process tenancy change requests (including assignment, succession, name changes, household amendments and contact details) ensuring systems are updated to accurately reflect the change.	<p>Tenancy changes are processed promptly in accordance with procedures and tenancy records accurately maintained.</p> <p>The correct information is available on the tenancy record for colleagues and the resident.</p>
Provide administrative support to	Correspondence is responded to promptly and within

the Tenancy Management service, managing the Team inbox, reviewing notifications through the Tell Us Once Service and allocating to the relevant officer, arranging and review panels for introductory tenancies.	<p>target timescales.</p> <p>Residents receive clear communications and cases are managed with sensitivity.</p>
Support the Forced Entry process for gas servicing by assigning officers to the appointments and updating their diaries, ensuring key control spreadsheet is updated.	Forced entry process is coordinated effectively.
Record customer contact information clearly and accurately using the required process and IT system.	<p>All customer contacts are recorded accurately in the Housing Management System.</p> <p>Clear customer contact records are accessible for colleagues.</p>
Maintain information systems which support the specialist area. Contribute to the development of these systems	<p>Changes to systems, are identified and recommended. Systems meet operational requirements.</p>
Produce documents, reports, correspondence where necessary for the relevant specialist area using standard formats and software	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Support provided to the specialist housing services ensuring consistency and resilience for the service</p> <p>Reports are accurate, complete and meaningful.</p>
Raising purchase orders, goods receipts and arranging payment of invoices	Timely payment of invoices and effective management of supplier expectation
To increase resident satisfaction and ensure services are delivered in an efficient and cost effective manner.	<p>Promote good outcomes and keep residents updated of changes to services.</p> <p>Ensure the customer journey is a quality one in which clear communication and outcomes/advice is provided</p>
Support colleagues that are preparing responses to member enquiries, complaints, Subject Access and Freedom of Information Requests.	<p>Enquiries and complaints are responded to within required timescales.</p> <p>Clear and informative responses are provided, addressing all issues raised.</p>

Act in accordance with all policies and procedures which apply to the specialist area	<p>A positive image of the Council is promoted at all times.</p> <p>To work flexibly across a variety of locations and departments where required.</p> <p>All policies and procedures are complied with.</p>
Provide cover for other services coordination, as required due to absence.	Adequate service cover is available across departments.
Any other duties or responsibilities reasonably requested by management.	

<b>Nature of Contacts</b>
<p>Key contacts are internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>

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

<b>Resourcing</b>
<p><b>Budget Responsibilities: N/A</b></p> <p><b>Supervisory Responsibilities: N/A</b></p> <p>Note: this role is line managed by the Housing Insight &amp; Service Improvement Manager with the day to day work directed by service managers</p>
<b>Knowledge, Skills and Experience</b>
<p>Proven administrative experience, preferably within a housing environment</p> <p>Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers</p> <p>Ability to draft and write complex correspondence and reports</p> <p>Ability to communicate effectively with a broad range of stakeholders</p> <p>Ability to demonstrate a commitment to Equal Opportunities and the management of diversity</p> <p>Good time management, demonstrating ability to prioritise and organise appropriately in order to meet targets</p> <p>High level of IT skills working with a data base and software applications to produce letters and reports effectively, including Microsoft Office, Word, Excel, and PowerPoint.</p> <p>Ability to understand and present statistical information with the ability to analyse data and prepare spreadsheets</p> <p>Ability to manage personal workload in a challenging environment</p>
<b>Indicative Qualifications</b>
<p>Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.</p>
<p>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.</p>

