

JOB DESCRIPTION

Post Title: Tenancy Support Officer		Director/Service/Sector: Housing & Public Protection, Housing Services		Office Use JE ref: 4320 HRMS ref:
Band: Band 6				
Responsible to: Tenancy Support and Safer Neighbourhoods Manager		Date: April 2023	Lead & Man Induction:	
Job Purpose: <ul style="list-style-type: none">• The Tenancy Support Officer’s primary role is to ensure that appropriate support is offered, as identified during the referral process, to ensure the tenancy is sustained.• Deal with cases of a complex nature, plan and execute support plans suitable to individual needs.• You will provide intensive support to tenants offering assistance, advice, and advocacy with the aim of enabling tenants to reduce rent arrears, maximise benefits, manage their finances and reduce anti-social behaviour to avoid breaches of Tenancy Conditions.• To support tenants who are vulnerable, at risk or in crisis. To help develop the skills they need to make a success of their tenancy.• Regular involvement with other support agencies will also be a feature of this role to meet the needs of tenants across Northumberland.				
Resources	Staff	No Staff		
	Finance	Responsible for maximising income by ensuring properties are let in a timely and efficient manner. Responsible for the administration of petty cash, payment of invoices and shared responsibility of a small budget for your area of work.		
	Physical	Responsible for the safe keeping of valuable documents e.g., financial and benefit documentation, Support Files and other confidential documents		
	Clients	Daily contact with partner organisations, customers and stakeholders		
Duties and key result areas: <ul style="list-style-type: none">• Supporting people, finding out about their life journey and working together to make their goals a reality through support planning.• Having difficult conversations with the tenants you support; being open and honest about the challenges and putting a plan in place together about what to do next.• Develop and produce support plans for all customers referred into the team.• Provide support for adults who sometimes have very complex needs and challenging behaviours.• Provide advice and support to people who need help with everyday challenges.• Working with the Income Team to plan budgets with tenants to ensure rent is prioritised and reduce risk to loss of accommodation.• Responsible for carrying out necessary affordability checks, which includes income and expenditure of the client you are supporting.• To ensure the provision of appropriate support to tenants you are working with on income maximisation and benefit entitlement.• To provide effective support and assistance on financial inclusion issues in line with current legislation, case law and best practice.• Carry out inspections to tenant’s home to ensure their housing is safe and appropriate and making necessary referrals when required.• Encouraging tenants to build their confidence so they can create good relations with other residents and help them to possess a positive mindset.• Collaborative working with professionals such as CPNs, doctors/nurses, social workers.• Working with the Safer Neighbourhoods Team to resolve issues including Anti-social behaviour and/or neighbour disputes.• Attend multi agency and professionals meeting to support your client in getting the best outcomes to help sustain their tenancy.• Being understanding and supportive when times are tough; you’ll become that friendly face for someone to talk and listen to, whilst supporting the client to tenancy sustainment.• Carry out face to face meetings with customers in an office environment, via use of technology, home visits or in a safe environment for both customer and staff.• To carry out visits to your tenants on a regular, planned basis to identify and assist with any issues that may support the sustainability of their tenancy• Knowledge of the housing system and experience of working with people who may struggle with their mental wellbeing, substance misuse or staying out of prison.• Various day to day support where you will be able to plan your diary when needed and recognise what’s important to the people you support.• Responsible for arranging and carrying out accompanied viewings when your clients are successful with any bids for accommodation, and providing support and advice				

- Ensure that the Council's responsibilities as a landlord are met by ensuring compliance with current tenancy agreement through the effective operation of estate management policies and procedures and undertaking quality assurance checks.
- Provide complex advice, support and information to customers in a sensitive and confident manner, applying a customer first approach when dealing with colleagues and customers.
- Operate within a performance driven culture, taking personal responsibility for the promotion of customer service standards and the delivery of high-quality services.
- Build up a good rapport with customers in your designated field and initiate opportunities and encourage them to assist in shaping services.
- Develop effective and constructive relationships with colleagues and external contacts to promote effective partnership arrangements for the delivery of high-quality services.
- Ensure the accurate recording of data and customer information always ensure a high level of performance and standards of customer service
- Attend meetings out of normal office hours as required by the role.
- The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Involves travel to work sites, area offices throughout the County and further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply. Early starts & some weekend working may be required on occasion. Standby or call out arrangements may apply.
Working conditions:	High exposure to difficult situations involving vulnerable complex Significant exposure to unpleasant working conditions within properties.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Tenancy Support Officer	Director/Service/Sector: Housing Services	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Good standard of education to NVQ Level 3 or equivalent.</p> <p>Understands the diverse functions of a large complex public organisation.</p> <p>An active appreciation of the procedural and practical issues relating to the service.</p> <p>An active awareness of and active interest in the current issues facing the service.</p> <p>Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the Department.</p> <p>Actively undertaking ongoing continuous professional and personal development.</p>	A relevant housing qualification or equivalent.	(a), (i) (p) & (r)
Experience		
<p>Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems.</p> <p>Thorough knowledge and experience in a relevant context and service.</p> <p>An active desire to provide effective customer centred services.</p>	Experience of successfully dealing with difficult customers and situations and securing positive outcomes.	(a), (i) , (p) & (r)
Skills and competencies		
<p>Effective IT skills and ability to understand and develop the use of ICT to achieve work objectives.</p> <p>Confident and competent in expressing own views and an active participant in internal and external meetings.</p> <p>Numerate and able to analyse complex business-related statistics.</p> <p>Ability to work methodically and systematically.</p> <p>Adopts a collaborative approach to work.</p> <p>Ability to organise own workload with minimum supervision</p> <p>Excellent oral and written communications skills, with the ability to effectively communicate verbally and in writing complicated, contentious and sensitive information with a wide range of audiences' including tenants, partner organisations and stakeholders.</p> <p>Highly developed advisory, negotiating and persuasive skills to convince others to adopt a different course of action</p> <p>H</p>	<p>Skilled in the use of Microsoft Office.</p> <p>Financial and commercial awareness.</p>	(a), (i) , (p) & (r)
Physical, mental and emotional demands		
<p>Normally works from a seated position with regular need to walk, bend or carry items.</p> <p>Need to maintain general awareness and deal with frequent interruptions, as well as having some lengthy periods of enhanced concentration.</p> <p>Extensive contact with public/clients in dispute/negotiations with the Council.</p> <p>Need to regularly manage conflicting demands and meet demanding deadlines.</p>	Resilience to and ability to manage stressful situations.	(a), (i) , (p) & (r)

Regularly deal with difficult and challenging situations with tenants that regularly place significant emotional demands on the job holder		
Motivation		
A corporate orientation and a commitment to tackling issues in a non-departmental manner. Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders. Strong desire to provide excellent customer service & seek continuous improvement.		(a), (i) , (p) & (r)
Other		
Ability to meet the transport requirements of the post.		(a), (i) , (p) & (r)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g., case studies/visits