JOB DESCRIPTION

JOB TITLE: Team Leader - Tenancy Sustainment
POST NO:

DEPT/SECTION: Housing Services/Neighbourhoods Team
GRADE/SCALE: 8

RESPONSIBLE TO: Assistant Manager – Tenancy Management and Sustainment
RESPONSIBLE FOR: Tenancy Sustainment Officers

MAIN PURPOSES OF POST

To supervise and co-ordinate a team of staff in the Tenancy Management Team to ensure the delivery of an excellent tenancy sustainment service, providing direct support and assistance to vulnerable tenants who are at risk of tenancy failure, and co-ordinating the provision of support with other providers.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities must be undertaken to comply with Council policies and procedures.

1. Day to day supervision of Tenancy Sustainment Officers to provide an excellent tenancy sustainment service, including supervising team members, checking work, instructing, advising, training, conducting regular one-to-one and case management meetings, performance reviews and sickness absence monitoring,

2. To ensure an excellent standard of customer service and care, including suitable customer access, excellent response to correspondence and enquiries and requests for service and suitable staffing cover to deliver the service.

3. To assist the Assistant Manager – Tenancy Management and Sustainment, with the monitoring of staff and service performance.

4. To deputise for the Assistant Manager - Tenancy Management and Sustainment as required and to provide cover for the Team Leader – Tenancy Management.

5. To work closely with the Tenancy Management Team and the Estate Management and Tenant Participation Team to ensure that sustainment and support is appropriate (e.g., if sustainment and support is not appropriate or is unlikely to bring about resolution within a reasonable period) and that there is clarity for staff and customers about decisions about action taken.

6. To work closely with appropriate services to ensure that appropriate information about customers is shared in a timely fashion to enable safe and effective working.

7. To maintain and develop collaboration with services that contribute to tenancy sustainment.

8. To lead on the operational development and use of support and sustainment IT.
9 To identify service improvements, including the requirement for new or improved operational procedures and expenditure savings, to provide statistical and performance monitoring information to senior management regarding performance within the service area and to contribute to service improvements and development under the direction of the Assistant Manager – Tenancy Management and Sustainment.

10 To contribute to the development of policies involving the Neighbourhoods Team.

11 To provide and implement suitable arrangements in line with the Council’s Safety Policy and to ensure the Health and Safety of persons who may be affected by the activities of the service, including employees.

12 To ensure that clear and comprehensive records are kept and stored, and available for case management and management reports whilst complying with the requirements of data protection, and to inform an appropriate senior manager of any breach or potential breach.

13 To ensure that any communication from the team is compliant with the requirements of data protection and the duty of confidentiality and to inform a senior manager of any breach or potential breach.

14 To ensure that filing and other information storage takes place promptly and efficiently and is compliant with the Council’s Data Protection and Confidentiality Policies.

15 To attend welfare benefits appeals and tribunals in support of tenants and assisting / supporting other officers to do so.

16 To ensure that appropriate investigations and reports for senior management are completed in cases where legal action for breach of the tenancy agreement is being considered.

17 To carry out projects and supply information in relation to the development of the team and the service under the direction of the Assistant Manager – Tenancy Management and Sustainment.

18 To ensure that staff are fully aware of safeguarding issues and that concerns are recorded and reported in line with policy and procedures.

19 To recognise opportunities for the promotion of the service, suggest ideas to senior management and prepare draft information for publication or encourage team members to do so.

20 To represent the Housing Service in respect of the area of activity as required. This may include briefing and consulting with and informing a variety of audiences including elected members, community groups, service users and other agencies on the area of activity as required by the Assistant Manager – Tenancy Management and Sustainment.

21 To carry out initial return to work interviews with staff returning from period of sickness and completing any associated administration.

22 To carry out any other duties commensurate with the post and which are similar in level of responsibility.

23 The following requirements are expected of every employee:
• To participate in the improvement initiatives of the Council and the Service.
• To use the Council’s computer systems in respect of the duties of the post and to have particular regard to duties of confidentiality and the Data Protection Act.
• To be aware of, and implement the procedures relating to health and safety.
• To attend in-service training as required.
• To be aware of, and implement, the Council’s Equal Opportunities Policy.
• To work flexibly within the team.

SPECIAL FEATURES OF POST

24 Out-of-hours working will be required for which time off in lieu will be given.

25 To attend meetings, site visits and visits to customers.

26 It may be required for duties to be carried out from a base, some other Council site, or to work flexibly from home where agreed with a senior officer.

27 An enhanced DBS check applies to this post.

28 The use of a private vehicle for work purposes.
PERSON SPECIFICATION

JOB TITLE: Team Leader Tenancy Sustainment

SERVICE and SECTION: Housing Services - Neighbourhoods Team

SKILLS/KNOWLEDGE/ABILITIES - ESSENTIAL


2. Knowledge of the responsibilities of social landlords towards tenants, including the responsibility to take reasonable measures to sustain the tenancies of vulnerable and “at risk” tenants, while also taking necessary and proportionate measures to safeguard tenants’ expectation to be free from unreasonable nuisance and annoyance.

3. Knowledge or the roles and responsibilities of partner agencies e.g., Social and Mental Health Services and other support providers.

4. Excellent interpersonal skills and the ability to communicate clearly, sensitively and effectively, both verbally and in writing, with a broad variety of people, including colleagues, service users, people subject to investigations and action, elected members and representatives of external agencies.

5. The ability to lead and supervise a team of officers whose work primarily comprises casework and working with other services.

6. The ability to work as part of a team.

7. The ability to manage and prioritise own workload and that of a busy team.

8. The ability to identify and contribute towards service improvements.

9. The ability to collect and prepare information and reports with appropriate detail, clarity and evidence for management use.

10. The ability to manage projects (e.g., to identify and deliver a service improvement) under the guidance and supervision of a senior officer.

11. Knowledge of relevant data protection and confidentiality responsibilities and the ability to make justifiable decisions in respect of these responsibilities.

12. The ability to carry out risk assessments and ensure that team members are working safely.

13. An awareness of equalities and a commitment to implementing the Council’s equalities policies.

SKILLS/KNOWLEDGE/ABILITIES - DESIRABLE

14. None.
EXPERIENCE - ESSENTIAL

15 A minimum of two years working in a similar or related field/environment with significant and relevant experience.

16 Using IT packages and systems, including Word, Excel, Access and large management information systems.

17 Case management of support for “at risk” and vulnerable tenants, including advising and assisting with welfare benefits and appeals against adverse welfare benefits decisions.

18 Dealing with people across a broad range of housing and/or other work related situations, including handling stressful situations and supporting staff in such circumstances.

EXPERIENCE - DESIRABLE

19 Supervision/first line management of a team.

20 Two years working for a social landlord, at least one year being in tenancy sustainment/support.

21 Attending DWP / benefits appeals.

QUALIFICATION/TRAINING - ESSENTIAL

22 CIH Level 4 in Housing Studies or equivalent, or equivalent relevant experience.

23 NVQ/ILM 3 or equivalent in supervision/management.

QUALIFICATION/TRAINING - DESIRABLE

24 Debt advice.

25 Welfare benefits advice.

26 A full driving licence.