

## Role Profile

<b>Role Title:</b>	Tenancy Services Officer
<b>Department:</b>	Operations – Housing Management
<b>Role Purpose:</b>	<p>To deliver high quality tenancy and housing management services that meets the needs and aspirations of our customers and contributes towards the wider business objectives and purpose of the organisation.</p> <p>This role predominantly concentrates on managing the behaviours of our customers and proactively dealing with behaviour related tenancy breaches but working as a wider team member, you will be expected to adopt our service first ethos which will include reporting wider issues.</p>
<b>Reporting to:</b>	Tenancy Services Team Leader
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To deliver excellent housing management services that reduce the risk of tenancy failure through appropriate and proportionate interventions.</li> <li>• To proactively manage a caseload of anti-social behaviour, tenancy breaches, safeguarding and tenancy fraud cases, in line with the organisations policies, procedures and case management principles.</li> <li>• To work collaboratively and proactively with other departments to reduce the risk of damage caused to Midland Heart’s assets by customer neglect, accident or malicious act.</li> <li>• To promote service delivery that aims to resolve all cases efficiently with a sustainable outcome.</li> <li>• To ensure that customers receive a co-ordinated, timely and comprehensive service; delivering an excellent customer experience and high levels of satisfaction with the service.</li> <li>• To ensure you safeguard staff, customers, witnesses and contractors reducing the risk of harm through effective case management methods.</li> <li>• Work with external contractors to ensure we provide appropriate</li> </ul>
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levels of responsiveness and protection for our customers and staff, particularly our mobile security company, CCTV providers and emergency services.

- Make appropriate referrals to statutory agencies and other organisations; brokering support where needs are identified and challenging agencies to deliver successful outcomes.
- To work with partners and other agencies to increase the detection and prevention of tenancy fraud.
- To instigate tenancy enforcement and court action where it is reasonable and proportionate to do so, and work closely with the legal team in ensuring desired outcomes are achieved.
- To improve the organisation's local knowledge and influence through networking and development of links with other agencies.
- To use IT systems to keep accurate and timely records of all actions taken and to produce reports as requested.
- To attend and/ or lead on meetings such as case conferences and partnership meetings, ensuring accurate records are kept and actions are delivered.
- Identify and implement service improvements that improve the delivery of a quality service, value for money and high levels of customer satisfaction.
- To be responsible for the health, safety and welfare of yourself and others at work, and to undertake the health and safety duties outlined in the Midland Heart Health & Safety Policy commensurate with this position.
- To present a positive and professional image of Midland Heart, in line with the organisations values.

Any other duties commensurate with this post.

This post is not area specific and you will be expected to work in an agile and flexible way, including traveling to different work locations across Midland Heart's operational areas as determined by the needs of the business and / or being flexible with working patterns to meet the variable demands of the service and our customers.

<b>Education, Qualifications and Training</b>	<p>Educated to 'A' level standard or equivalent technical level of expertise demonstrated through work experience.</p>
<b>Knowledge and Experience</b>	<p>Case management experience of investigating anti-social behaviour and tenancy breaches, working with vulnerable customers and enforcing tenancy conditions.</p> <p>Working in a customer service environment and delivering excellent customer experience.</p> <p>Operational experience of delivering Housing Management services.</p> <p>Personal contributions to service improvement and development of policies and procedures.</p> <p>Track record of delivering successful and sustainable outcomes for customers.</p> <p>A good working knowledge of housing, anti-social behaviour and other relevant legislation.</p> <p>A sound knowledge of accepted good practice in service delivery within the social housing and customer service</p>
<b>Role Specific Skills &amp; Behaviours</b>	<p>You must be able to demonstrate excellent levels of written and verbal communication skills.</p> <p>Be able to demonstrate excellent problem solving skills.</p> <p>A good team player but the ability to work independently and make difficult and timely decisions.</p> <p>To be able to analyse and interpret complex information and use it in individual casework and service improvement.</p> <p>Effective use a wide range of ICT systems and software necessary for the delivery of service and business objectives</p> <p>Excellent self-organisational skills, able to work under pressure, prioritise effectively and meet tight deadlines.</p> <p>Able to identify and meet the needs of a diverse range of people and understanding safeguarding and equality and diversity issues</p> <p>Commitment to quality service provision; delivering an excellent customer experience and high levels of customer satisfaction</p>

Resilience and the ability to maintain service delivery through difficult and challenging circumstances.

Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.

Flexible and prepared to work outside normal service operating hours according to the needs of the service.

Ability and willingness to travel. Holds a driving licence and has the use of an insured vehicle for work use, or evidence of the ability to travel throughout the area of operation.