**JOB TITLE: Tenancy Sustainment Officer**

**RESPONSIBLE TO: Team Leader Older Person Services**

**PURPOSE:**

To work as part of a team of Tenancy Sustainment Officers (TSO) to provide an effective customer focused service to identified older persons within our specialist housing and general needs. Ensure that the service is delivered within a clear outcomes framework, with emphasis on independence. **This role is subject to a DBS check.**

KEY OBJECTIVES:

* To complete daily calls to vulnerable tenants.
* To manage our sheltered stock in accordance with the policies and procedures of TCH including managing anti-social behaviour, tenancy management, Safeguarding.
* Monitor, report and deal with any breaches of tenancy agreements. Deal with complaints and tenancy disputes including preparing papers for court where necessary.
* Arrange viewings of accommodation and sign ups.
* Carry out regular building inspections, identifying elements of maintenance required, report repairs and being proactive in implementing the required works. Maintain a high standard of cleanliness safety and security.
* Work to deliver a high standard of intensive housing management including directing contractors for the services required e.g. grounds, window cleaning, cleaning and any other contracts attached to the service.
* Manage and maintain the laundry facilities and guestrooms. Ensure the communal areas are clean and inviting for tenants and visitors at all times.
* Take responsibility for the security and safety of our Specialist Housing to the agreed level. This will include undertaking checks to fire and call system alarms or equipment and taking responsibility for contacting the appropriate agencies to service defects.
* Maintain all relevant record systems (e.g. React, Genero & Touchpoint etc), including computer management systems, for the Schemes, whilst on duty.
* Be an active and flexible participant in tenant involvement. Liaise with residents and the community to promote effective older persons resident involvement.
* Work with the allocation team to ensure that the needs of Town & Country older residents are reflected in the local offer in our neighbourhoods, reflecting the make up of our client base.
* Be responsible for the monitoring and provision of effective daily/weekly handover to call centre in our specialist accommodation.
* Support colleagues in providing services to tenants and across all sheltered schemes. To ensure properties and schemes are well managed and maintained ensuring high levels of customer satisfaction within our Older Person Services.
* To assist persons by providing first aid facilities/treatment

These objectives are meant as a general guide and are not exhaustive, other duties may be required.

**General:**

* To adhere to our equal opportunities policy and to actively promote equality of opportunity wherever possible.
* Recognise, respect and promote the different roles and diversity of the individuals within the business.
* To actively contribute towards our key performance indicators and professional standards.
* Work in accordance with the General Data Protection Regulations (GDPR) and Data Protection Law and be responsible for the integrity of personal information you process.  This may include identifying anomalies in data and investigating and correcting them where appropriate.  Ensure you attend training on data protection regularly.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
* To participate in training and attend other meetings and staff events as required.
* To undertake other such duties as may be reasonably expected from time to time.
* Be an effective member of your team, presenting a positive impression of your section and the business.

**This job description is a guide to the nature of the work required. It is not comprehensive and does not form part of the contract of employment**

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| **Area** | **Person Specification** | **Essential or Desirable**  |
| **Education and Qualifications** | * GCSE or equivalent education
 | E |
| * First aid at work certificate
 | D |
| **Knowledge and Experience** | * Knowledge and or experience of housing and tenancy management
 | D |
| * Demonstrable experience of working with vulnerable people
 | D |
| * A working knowledge of welfare benefits and relevant legislation
 | D |
| * Ability to produce clear and concise written reports
 | E |
| * Ability to adapt and respond to changes in legislation and requirements
 | E |
| * Effective use of IT systems, including Microsoft Office and databases
 | E |
| * Ability to persuade, influence and negotiate with a wide range of people gaining their commitment and influencing outcomes
 | D |
| * Able to analyse information and data logically and reach sound conclusions
 | D |
| * The ability to interact and build productive relationships internally and externally
 | E |
| * Ability to undertake general tenancy issues including repairs, income collection, ASB and resident involvement
 | D |
| * Ability to work on own initiative and initiate new ideas
 | D |
| Ability to communicate effectively at all levels within the organisation and externally | E |
| **Behaviours** | Demonstrates resilience in pressured and stressful situations | E |
| Demonstrate a solution focused approach to resolving issues and challenges | E |
| The desire to address the needs of customers in a way that shows commitment to excellent customer service | E |
| The strength and drive to meet high personal standards and commit to challenging goals and objectives | E |
| Ability to be flexible in approach to changes in the working environment | E |
| The ability to interact and build productive relationships internally and externally | E |
| Evaluates and reviews work to meet high personal standards that consistently meet or exceed expectations | E |
| **Other** | Full clean driving licence and own a vehicle | E |