**Tenancy Sustainment Officer**

**VACANCY ADVERT**

**Hours:** 35 hours per week

**Contract:** Permanent

**Salary:** £25,450 per year

**Benefits:** Contributory pension scheme with death in service of 3x annual salary, 6 weeks annual leave in addition to bank holidays, learning and development opportunities, employee assistance programme (including 24/7 telephone advice, information portal and counselling), corporate eyecare scheme providing free eye tests and free VDU glasses or contribution towards VDU glasses, discounted medical cashback scheme, access to an extensive range of corporate discounts on shopping, travel & days out, regular staff social events, full staff wellbeing programme.

**Overview**

Town & Country Housing is an award-winning provider of affordable housing. Town and Country Housing are a regional subsidiary of Peabody Group. This is a fantastic opportunity to become involved in the exciting development, which brings together two strong organisations to deliver more much-needed homes in the South East.

**The Role**

We have a vacancy for a full-time Tenancy Sustainment Officer (TSO) to provide an effective customer focused service to identified older persons within our specialist housing and general needs schemes.

The tenancy sustainment team ensures that older persons’ needs are reflected in the Town and Country’s local offer for neighbourhoods by providing liaison and links with other agencies and the community that will help improve services and promote the service. This role effectively carries out a sustainment service within a clear framework, with strong emphasis on independence.

The Tenancy Sustainment Officer role is a Sheltered Scheme based position in a local Tunbridge Wells location. During the current climate, and following Government guidelines, our TSO’s are presently home working whilst maintaining contact with our residents and assisting with their queries and delivering intensive housing management. During this period of home working, there will be times when scheme visits are required for compliance safety checks and lettings.

Home working will continually be reviewed with a view for TSO’s to return back to work within the schemes when it is deemed safe to do so and will be supported by a risk assessment and the appropriate PPE will be provided.

Please note that this role is subject to a DBS check.

**To Apply**

For further details on this vacancy, and to apply, please visit <https://www.tchg.org.uk/current-vacancies/>

**Closing date: 20 June 2021**