

Job Description and Person Specification

Tenancy Sustainment Officer

A Lambeth to be proud of



Job Title: Tenancy Sustainment Officer
Grade: SO2
Department: Housing Services
Division: Housing Management
Business Unit: Housings Needs
Reports to: Tenancy Sustainment Team Manager
Responsible for: N/A

Context

Job Purpose

To provide advice and support to tenants and landlords participating in the council's private renting schemes and tenants in the private rented sector, with the aim of sustaining tenancies.

To develop and maintain a high level of personal contact with tenants, landlords and support agencies through casework, in order to maximise engagement and minimise rent arrears and breaches of tenancy.

To be proactive in the monitoring of tenancy end dates and initiating renewal negotiations, maintaining a sustainment tracer to ensure homelessness is prevented from our private renting schemes and other private tenancies.

Responsibilities

To ensure tenants understand their rights and responsibilities as a tenant and deal appropriately with problems relating to their tenancy, including rent arrears/budgeting, anti-social behaviour, property standards and any other issues.

To provide comprehensive support and tenancy related advice to tenants, liaising with and making appropriate referrals internally and externally to assist in tenancy sustainment.

To maintain a caseload and regularly review and monitor the conduct and duration of tenancies, ensuring that disputes are settled effectively and that guidance and/or assistance is offered prior to the date of renewal and to meet tenants and landlords in their home to resolve issues that are threatening the sustainment of the tenancy.

To respond to emergency situations, averting homelessness through advice and advocacy and liaising with colleagues in Housing Needs and support services

where necessary to avert evictions, including resolving allegations of harassment and disrepair.

To assist tenants to complete forms and applications to various grants and benefits, acting as an advocate for tenants with statutory, voluntary, and commercial agencies.

To provide a telephone and face-to-face advice service for landlords and agents who work with Lambeth's private renting schemes and maintain detailed case notes of advice and actions taken at each contact.

To provide a proactive tenancy sustainment service by regularly contacting landlords (minimal checks at 3, 9 and 18 months) to ensure there are no tenancy problems.

To administer casework claims under Lambeth's private renting schemes and make recommendations to the team manager on payments to landlords.

To contribute to the delivery of events, liaison, and joint working, including the coordination of tenant accreditation and landlord forums, developing relationships with landlords and their agents and partner providers to strengthen the role of the private housing sector in meeting housing need.

Promote effective working relationships with internal departments and external agencies, following referral procedures, protocols and processes with internal departments and external agencies.

Maintain and develop knowledge of housing options, law and related areas housing benefit and welfare rights in order to provide enhanced tenancy sustainment opportunities to customers, including information, advice and signposting to services to develop wellbeing, employability and financial inclusion.

Utilise IT systems to update and record information required according to guidance and established procedures. Ensure customer and management information is accurate and up to date at all times.

Participate in appraisals, one to ones, objective settings, personal development plans and working group meetings and take a full and active role in service development, including service reviews.

To meet individual and contribute to team performance, tenancy sustainment and homelessness prevention targets.

Adhere to Council financial regulations, especially homelessness and fraud prevention.

Respond to member's enquiries and draft responses to complaints/enquiries on individual cases or other areas of the post holder's work, in-line with documented procedures.

Be self-servicing with respect to general office administration, filing, clerical work and other related duties and to answer telephone and email enquiries and other general correspondence.

Provide temporary cover, appropriate to the post for the Housing Needs business. If away for a period of time, provide written handover notes, including identification of the location of relevant file/records on the areas of work covered by the post holder.

To undertake project work relating to the private sector, the prevention of homelessness and the housing options available to those in housing need, as directed.

Contribute to the delivery of a cost-effective service maximising the efficient use of all resources utilised within the business.

Undertake ongoing professional development and actively participate in training sessions. Keep up to date with legislation, case law, best practice and council policies and procedures and initiatives.

To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes the Data Protection Act, the Health and Safety at Work Act, Equalities and Diversity, Standing Orders and Financial regulations.

Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.

To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations.

To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.

To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Qualification	Q1	'A' Level or Equivalent	
Key Knowledge	K1	Knowledge of legislation and good practice relating to housing advice, homelessness, housing management and the allocation of housing, with a good practical understanding of the range of housing problems people may experience.	✓A
	K2	Broad knowledge and understanding of the housing and support needs of homeless and housing applicants and tenants, including benefits.	✓A
	K3	To have a good and practical knowledge of landlord and tenant act (1985), property standards, health and safety issues, regulations and legislative requirements including local policies and best practice.	✓A
Relevant Experience	E1	Experience of dealing with a diverse and vulnerable clientele in housing/homeless related environment.	✓A
	E2	Experience of working in a service within a pressurised and high-profile environment within a multi-disciplinary team, providing a quality service.	
	E3	Experience of achieving performance targets and meeting departmental Objectives	✓A
	E4	Experience of providing quality advice and information to members of the public and of handling complaints and enquiries.	✓A
	E5	Experience of producing high quality written communications to a corporate standard.	

	E6	Experience of using different IT systems in order to manage caseloads, monitor delivery of targets and drive improved service.	
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Core Values and Behaviours		Equity <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	✓A
		Kindness <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has 	

		<p>unique experience and celebrating the great work they do for Lambeth.</p> <ul style="list-style-type: none"> • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	✓A
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together 	

		<ul style="list-style-type: none">• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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