

RAILWAY HOUSING ASSOCIATION

JOB DESCRIPTION

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| Title: | Tenancy Services Officer |
| Responsible to: | Housing Manager through Housing Officer |
| Responsible for: | N/A |
| Grade: | B |
| Date: | July 2017 |

Main Responsibilities of the Role

- To provide a high quality, effective and efficient housing management service to the Association's residents in accordance with agreed procedures and working to agreed targets
- To empower residents to make their scheme into a mutually supportive environment
- To signpost those residents who may need support from other organisations which would further promote independence

Key Duties

- Welcome new residents to the Association's sheltered accommodation
- Explain to new residents of sheltered accommodation the use of the communal facilities, door entry, laundry, heating controls and other communal facilities, ensuring residents understand the fire and emergency procedures
- On request, chase up keys which have not been handed in when a tenancy is terminated and undertake pre-termination visits as appropriate.
- Allow potential new residents to view schemes
- Carry out 6 or 12 monthly visits to vulnerable residents as appropriate
- Collect concessionary TV licence fees from qualifying residents
- Assist residents in finding practical support, for example the completing of housing benefit claim forms
- Deal with rent queries and carry out negotiations to resolve rent issues in partnership with the Housing Officer
- Deal with new cases of Former Tenants' Arrears and Sundry Debts and regularly monitor any low level arrears
- Maintain an effective administration system for health and safety systems, service contract monitoring, accident reporting, repair reporting, management of key safes, insurance certificates for non-site staff, stationery requirements, management of the guest room facility and scooter store
- Ensure that the cleanliness of the scheme is maintained to a high standard and take appropriate action when necessary
- Monitor window cleaning, cleaning and landscaping contractors and take appropriate action when necessary to ensure compliance with Health and Safety guidance and the contract specification. Order supplies as appropriate.
- Liaise with repairs and maintenance contractors

Job Description

Tenancy Services Officer

Key Duties (continued)

- Report repairs and maintenance issues both to individual properties and communal repairs in accordance with procedures
- Provide administrative support to Housing and Asset Management teams taking and writing up of minutes
- Carry out void property inspections and pre-termination visits when requested.
- Complete sign up documentation, including tenancy agreements
- In the absence of the Housing Officer, carry out essential duties as agreed and delegated by the Housing Officer/Manager
- Carry out home visits to potential new residents and assess points
- Support the work relating to the Association's Equality and Diversity Strategy
- Implement and promote the Association's Health and Safety Policy and procedures including fire risk assessments, fire alarm testing and drills, emergency lighting testing and fire safety documents
- Carry out 6 weekly new resident visits
- Responsible for the administration and reconciliation of petty cash for the area.
- All work to be carried out within limits of delegated authorities
- Adhere to the Association's Equalities Framework, Health and Safety Policy and all policies and procedures relevant to the role
- Actively support, promote and act in line with the vision, mission and values of the Association at all times
- Represent the organisation externally in a professional way with high attention to customer care
- Undertake any task which is within the capabilities of the postholder and commensurate with the salary level of the post, as assigned by line manager

Job Description
Tenancy Services Officer

Person Specification

| Section | Criteria | Essential | Desirable |
|----------------------------|---|-----------------------|------------------|
| Education / Qualifications | 5 GCSE's or equivalent (Grade A-C) including English Language and Mathematics | * | |
| Experience | Proven experience in a housing related role | | * |
| Skills / Abilities | Ability to work on own initiative Ability to work as part of a team Good interpersonal skills A flexible approach Experience of Microsoft Excel, Outlook and Word Good presentational skills | * * * * * | * |
| Special Attributes | Full and valid driving licence with use of own vehicle Ability to maintain comprehensive records | * * | |