



Job description

Job title: Senior Housing Officer - Tenancy

Post No:

Grade: 11

Directorate: Tenancy Services

Reports to: Housing Services Manager

Purpose of the job

Melton Borough Council is committed to providing high quality homes and services to tenants. Leading a comprehensive, customer focussed Housing Management Service, supporting tenants to sustain their tenancies and promoting safe and resilient communities.

Forming a key part of the Tenancy Services Team, this role will lead the Council's team of Housing Officers and Housing Assistants, having specific responsibility for the Council's tenancy management functions. This includes management of tenancy sustainment and enforcement.

The role will collaborate with other teams across housing, communities and the wider council to deliver a tenant focussed housing service with the tenant voice at its heart. Delivering a positive customer journey and experience leading to good quality outcomes for tenants. Delivering the right outcomes for tenants, listening to feedback and acting on it are important parts of this role.

Main areas of responsibility

1. Provide leadership and manage the day-to-day operations of the Housing Officer Team to create a strong performance culture and provide excellent service delivery, ensuring workloads and areas of focus align with service need and priorities.
2. Be accountable for the management of the tenancy management function, ensuring the effective and efficient use of personnel and other resources in support of continuously improved service delivery and outcomes for tenants.

3. Oversee and monitor support for new tenants through the lettings process, ensuring timely allocations minimising rent loss.
4. Ensure that tenants are provided with clear and compassionate advice, assistance and information through a range of channels including home visits, telephone and, written communication efficiently and courteously with particular emphasis on customer care.
5. Work collaboratively with internal teams and external partners to develop services that help tenants to sustain their tenancies.
6. Receive from Officers, identify and respond to safeguarding concerns ensuring officers make appropriate referrals and carry out welfare checks.
7. Ensure that the team carry out settling in visits and tenancy reviews to ensure tenants are supported from the outset
8. Promote financial inclusion and independence by ensuring officers are referring tenants to the relevant teams/partners for specialist advice on rent payments, income maximisation and rent recovery.
9. Provide support and guidance to the immediate and wider teams around technical housing management functions.
10. Ensure that introductory tenancies are reviewed within appropriate timescales and make decisions based on the review around the rent account, anti-social behaviour, and suitability of the property.
11. Lead on transfers of tenancy, mutual exchanges, succession and decants in accordance with current legislation and policy.
12. Ensure that the team promptly investigate, report/resolve and act upon breaches of tenancy conditions including anti-social behaviour and neighbour disputes, using a fair and proportionate approach which may include court action working collaboratively with partners including Police and Social Services.
13. Ensure accurate records are maintained for all tenancies and tenancy issues on the relevant system.
14. Organise case conferences and attend relevant joint agency working groups (JAG, MARAC, VARMS, etc) with the goal of achieving a positive outcome for tenants and our communities.
15. Respond to enquiries from elected members and stakeholders with professionalism and integrity.
16. Promote tenant engagement and amplify the tenants voice in service design and delivery in order to establish and maintain productive links with our communities.
17. Ensure that regular estates inspections are carried out and participate, ensuring that swift action is taken to address health and safety or

environmental issues.

18. Ensure that the compliance and asset team are supported with no access cases and prepare paperwork for action when required.
19. Contribute to the process of Right to Buys and Aids and Adaptations.
20. Demonstrate empathy, respect and commitment to supporting tenants and colleagues; valuing diversity and promoting inclusion as every interaction.
21. Contribute to the production of performance measures and data to understand service quality and support the effective delivery and management of tenancies, including customer experience, case management, income, anti-social behaviour, service charges and void properties.
22. To develop skills and capabilities of staff to deliver high quality, tenant focussed, services with a commitment, passion, care and attention to detail. Ensure that there are clear and deliverable plans in place to ensure staff are knowledgeable, undertake relevant continued professional development and have the necessary training and qualifications in place to meet the competency and conduct standard.
23. To act as a point of escalation for complex cases and complaints, providing advice for the team and picking up management of specific cases.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a, enhanced Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Person specification

Technical and professional skills, expertise and experience in a tenancy management based role in social housing.

Experience of working with and establishing partnerships and networks.

Understanding of tenancy management principles, including the use of data to develop tenant focussed services.

Understanding of legislative and regulatory requirements and their significance in achieving positive outcomes for tenants, and ability to ensure effective levels of compliance, performance and assurance in a high profile and complex regulatory context.

Successful experience of managing a high performing team with a proven ability to set clear objectives, coach and develop staff, and address underperformance constructively.

Fosters a culture of continuous improvement, accountability, and high performance, ensuring that team members are supported to achieve their potential and deliver excellent services.

Experience of maximising opportunities for meaningful engagement with tenants to deliver high quality and accountable tenancy services.

Demonstrates high levels of emotional intelligence and empathy, with the ability to understand and respond to the diverse needs and lived experiences of tenants, including those facing vulnerability or disadvantage. Actively seeks tenant feedback, responds to complaints, and uses insight to shape service delivery and improve outcomes.

Excellent written and verbal communication skills developed for communicating effectively with a wide range of groups and people and delivering services to those with complex needs

Knowledge and understanding of social inclusion and community cohesion issues and how they affect sustainable communities

Able to maintain a fair and proportionate balance between enforcement of tenancy conditions and providing support to tenants. Uses sound judgement and a trauma-informed approach to resolve complex cases, ensuring that enforcement actions are accompanied by appropriate support and signposting to relevant services.

Previous experience and professional knowledge around safeguarding, antisocial behaviour and crime including delivery of best practice in a housing.

Understanding of and commitment to health and safety legislation and guidance.

Flexible attitude with the confidence to take initiative and work autonomously within the boundaries of the role.

Excellent digital skills with good working knowledge of Microsoft Office suite applications and housing systems.

Committed to inclusive practice, ensuring that services are accessible, responsive, and tailored to the needs of all communities. Promotes equality, diversity, and inclusion in all aspects of service delivery and team management.

The post holder will be required to hold a driving licence and have access to a car in order to undertake site visits

Qualifications

A housing qualification to a minimum of CIH Level 4 or equivalent, or a commitment to work towards this is essential.

Commitment to ongoing professional development in self and others.

This role has been identified as requiring a Disclosure and Barring Service (DBS) check.