



Tenancy Management Officer

Service	Reporting to	Location	Grade	Hours
Salford Housing Options Point	Principal Officer – Salford Property Link	Salford Civic Centre	3A	Full-time (36 hours per week) Flexible working arrangements considered

About the role

- Develop effective working relationships with colleagues, partners and key stakeholders to support the delivery of homeless prevention and floating support services.
- Manage and maintain processes that capture customer feedback to create a culture of continuous improvement.
- Promote, encourage, and support customer involvement and engagement in client's communities and services.
- Proactively engaging with Rough Sleepers and other hard to reach groups, such as veterans and those with drug and alcohol misuse and mental health concerns to offer assistance and support with finding accommodation and accessing other essential services.
- To undertake suitability of accommodation assessments to ensure those homeless or threatened with homelessness are supported into sustainable private rented accommodation.
- Be responsible for the effective implementation of the Anti-Social Behaviour and Tenancy Management policies and procedures within Salford Property Link.
- Contribute towards the delivery of an effective Social Lettings Agency by providing both a telephone and face to face service. You will also be required to undertake home visits and tenancy checks when necessary.
- To ensure all voids are tenanted in line with SPL's allocations processes.
- To act at mediator should any tenant dispute arise within shared accommodation or with other residents within the neighbourhood and ensuring all appropriate legal action is discussed with the landlord when necessary.
- To ensure all properties, including HMO's, meet the required safety standards set out in legislation at all times and ensure the appropriate maintenance is carried out to remain compliant.
- To provide support to any tenants facing financial difficulties or hardship and where appropriate offering alternative housing options ensuring all tenancies remain affordable and sustainable.
- To liaise with other organisations, agencies and service providers as appropriate including Department for Work and Pensions, Housing Benefit, Finance, Welfare Rights and Debt Advice, landlords, Adult Social Care and Childrens' Services.

Job code:
Job score:
Date of evaluation:

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- To maintain detailed and accurate records of all tenant contact and ensuring all necessary correspondence sent and recorded.
- Signposting to relevant advice services when required.
- To assist the Housing Options Team to conduct full enquiries and make decisions under the homelessness legislation on the council's duty where the client is homeless or threatened with homelessness ensuring the council meets its statutory duties with reference to the Housing Act 1996 parts 6 and 7, the Homelessness Act 2002 and the Homelessness Reduction Act 2017, taking into account the relevant Code of Guidance and case law.
- Build and maintain knowledge of relevant legislation relating to tenancy management and welfare reforms.
- To ensure that all tenancy management work is undertaken within the service specific Data protection and Confidentiality policies.

Key outcomes

- Be responsible for providing a high-quality tenant focussed service effectively, consistently and pro-actively. Whilst also being responsible for void management and letting of all Salford Property Link properties.
- Handle queries and complaints to give tenants high quality customer services and ensuring high levels of customer satisfaction.
- Encourage the take up any relevant service such as welfare rights and debt advice and carry out appropriate referrals to that service.
- Be responsible for liaising with the relevant landlord to instigate legal proceedings and the administration of court applications in respect of any breaches of agreement in relation to tenant behaviour/ASB including carrying out relevant investigations and evictions, as required.
- Assist in making recommendations on relevant policies and procedures and contributing to the overall performance of the of the team.
- Be aware of, and keep up to date with, current and relevant legislation.
- To operate working protocols across other services and departments to ensure smooth and effective delivery of a joined-up service to all
- Ensure all properties are inspected in line with the landlord agreement and remain maintained to a decent standard.
- Ensure all Houses of Multiple Occupation (HMO) remain complaint under the Fire Safety Regulations Act.
- Ensure tenant consultation and participation are treated as core activities, central to the effective management of the service.
- Working alongside the Landlord Liaison officer to resolve any landlord enquiries regarding tenant breach of contract or disrepair.
- Ensure voids are turned around quickly and the allocations process is followed accurately.

What we need from you

- To model and demonstrate our values and behaviours.
- Personal and professional credibility at all levels of the organisation that demonstrates the positive contribution you can make to service delivery.
- Models and demonstrates the City Council's values (the 4 P's) and leadership behaviours.
- Ability to adapt and respond to change and challenges in a positive manner.
- Up to date knowledge of legislation such the Homelessness Reduction Act 2018, the Care Act 2014, the Children's Act 1989.
- A knowledge of the city of Salford's environment and its widely differing needs across the range of services and wider issues in local government, partner organisations, public and private sector.
- Ability to support colleagues to achieve and realise their full potential through coaching and mentoring techniques ensuring a one team approach.
- Fully embrace the development of annual team and service improvement plans and provide regular feedback through 1to1 and appraisal process.
- Understanding of working in a political environment and decision making in a public body where outcomes may not always be able to meet expectations.
- The ability to travel across the Salford and Greater Manchester areas, either using a vehicle insured for business use or using public transport.
- Influencing and stakeholder management skills and the ability to build relationships.
- Capability in achieving departmental outcomes and meeting the organisational priorities.
- Skilled communicator who can deliver difficult and challenging messages with clarity in line with the Local Authorities responsibilities surrounding Homelessness and other legislation.
- Ability to work as part of a team, whilst being self -motivated and the ability to use initiative.
- Good negotiation skills to manage in-house and external scenarios requiring a resolution.
- The ability to work in close collaboration with commissioners, Adult and Children Social Care, all registered providers, DWP, Skills and Work partners and health practitioners to identify priorities and emerging issues within vulnerable households and communities.
- Responsible for the knowledge and understanding of own personal and team objectives and priorities and how the role contributes to achievements.
- A flexible, creative, and innovative solutions focused approach.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.