Your job

Job Title: Neighbourhood Tenant Officer

Service: Homes and Communities Team

Grade: 6

Reporting to: Senior Estates Officer

In Wigan, our overall aim is to support the development and maintenance of thriving, inclusive, healthy, and happy neighbourhoods where people are proud to live and have fulfilled lives.

The Homes and Communities team are a team of dedicated Neighbourhood Tenancy Officers, Estate Caretakers, Housing Support Officers, and Tenant Engagement Officers, who work as one team to develop vibrant communities, managing and maintaining our estates whilst supporting and engaging our tenants.

As a Neighbourhood Tenancy Officer, you will be aligned to and manage a neighbourhood patch delivering a proactive service that promotes sustainability and high levels of customer satisfaction, therefore excellent communication skills and people skills are needed to be successful in this role. You will welcome people into their new homes assisting people to establish and sustain their tenancy successfully, referring them to appropriate services where needed.

Building relationships with new and existing tenants who live in your area. You will be responsible for managing key housing functions including viewings and sign up of empty homes, property and garden conditions and tenancy management. You will collaborate closely with other teams within

the council and external partners to ensure the best outcomes for both people and the place.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Develop an in-depth knowledge of the neighbourhoods, properties and customers within the patch and focus on making connections, building accountable relationships with customers and relevant stakeholders.
- Be present in the neighbourhood, undertaking regular estates inspections and monitoring of neighbourhood service contracts, addressing property and estate management issues.
- Contribute to the design and shaping of our enhanced estates model.
- Understand and learn all aspects of the role.

On an ongoing basis you will:

- Monitor the progression of void properties and handle keys, liaising with contractors and other agencies when necessary to ensure that void properties are available to rent and are let in a timely manner.
- Conduct home visits to properties including home assessments, accompanied viewings and tenancy sign ups.

- Assist customers in setting up their tenancies, including rent payments, utilities and help with claiming housing benefits or universal credit if required.
- Refer customers to appropriate service providers for additional information or advice including assistance with household items as required.
- Work in conjunction with other agencies and tenants to arrange any support required to enable a tenancy to succeed. Making referrals to Tenancy Support, specialist support services and external partner agencies, where longer term or specialist advice or guidance is needed.
- Complete new tenant visits, to ensure that new tenants have set up their tenancy, settled into their new home and to welcome them to the Neighbourhood, provide information to them on the local community, linking them in with personal and family interests.
- Visit tenants in their homes to ensure that they are complying with their conditions of tenancy. Where breaches are noted, to have an open and asset-based conversation with customers and collaborate with colleagues working in the Neighbourhood identifying positive solutions to resolve the matter.
- Set clear expectations with customers around upkeep and maintenance of homes and gardens, including implementing the rechargeable repairs process.
- In cases where Tenants are not complying with the condition of their tenancy and intervention has not been successful, liaise with the legal team taking appropriate action and complete relevant paperwork as advised. This may include serving notice or seeking an injunction, and in some circumstances, you may be occasionally required to provide witness statements and attend court.
- Process requests to assign, amend or succeed a Tenancy and complete any related paperwork.
- Investigate illegal occupants and take appropriate legal action to take back possession of the property.
- Investigate abandoned properties and take appropriate steps to take back possession of the property.
- Provide advice and assistance on mutual exchanges and complete any processes in a specified timescale.

- Work in conjunction with other teams across the organisation to facilitate a move if necessary to applicants in housing need including offering additional support if required.
- Conduct Estate Inspections to identify areas of concern and put in place actions to resolve this.
- Engage and build good relationships with tenants, residents, and elected members, working collaboratively to meet the needs of tenants and the local community.
- Regularly monitor and evaluate the processes through updating and maintaining accurate records, case notes and electronic filing systems.
- Responding to enquiries from customers, voluntary sectors, partners, and elected members in a timely and professional manner.
- To make a positive contribution to our day to day working practices, with a clear commitment to improve our tenants and customers experience.
- Conduct checks and attend meetings on behalf of the Homes section covering a range of issues including, safeguarding, serious case reviews, child protection, vulnerable adults, and children in need.
- Report any safeguarding concerns promptly to the relevant services.
- Participate fully in the Company's My Time process and to undertake training and development relevant to the role.
- Understand customer needs change and own development through continuous learning is necessary to meet these needs. Taking reasonability of your own learning and development and putting this into practice by sharing this with others and embedding this into day-to-day processes.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A level 3 qualification in Housing Management or other relevant field or an equivalent level of skills, knowledge, and experience relevant to the role.
- Understanding of relevant legislation.

- Excellent listening and communication skills both verbal and written.
- An inspiring personality, and the ability to inspire, train and motivate others.
- A clear commitment to customers and improving services, never losing sight of the people we provide services to.
- Creative problem solver, with the ability to find positive solutions.
- Empathetic approach, working to provide dignity, respect, and inclusion to all.
- Excellent decision-making skills and ability to ask the right questions, break down problems and produce innovative solutions.
- Highly developed negotiation skills and the ability to produce meaningful action plans with tenants until a resolution is achieved.
- Experience working without direct supervision, in a job which involves dealing with, prioritising a varied workload, and meeting agreed standards and targets with the ability to monitor own performance and take appropriate action.
- The ability to build positive working relationships with customers and professionals sensitively providing advice on the best course of action.
- Ability to manage confidential and sensitive information.
- IT skills with the ability to work with a range of software packages.
- The ability to work on your own and as part of a team.
- Good people skills and demonstrable experience of how these have been used.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	"Take pride in all that you do and support and develop yourself and others."
Be Accountable	"Be responsible for making things better, enabling change and supporting improvement."
Be Courageous	"Be open to doing things differently and working collaboratively with others."
Be Kind	"Be helpful, generous and thoughtful towards yourself and others."