**Job Description**

Assistant Tenancy Officer

Grade: 5

**Responsible To: Responsible For:**

Tenancy Officer

**About the job:**

To assist the Tenancy Officer with a responsive income collection service which has a positive impact on tenants and customers in accordance with the councils established policies and procedures.

To provide assistance to the Tenancy Officer with rent arrears policies and procedures, assisting in daily contact with tenants and their representatives concerning any aspect of Rent Income collection, including home visits, telephone enquiries, office interviews, offering advice on maximising income and methods of payment, debt counselling signposting and attendance at evictions. This post will include weekend working

**Role:**

To assist in maximising rental income collection but ensuring key principles of customer care are adhered to and the needs to vulnerable tenants are met and will sensitively negotiate realistic repayment agreements taking into account financial circumstances and identify suitable cases for referral to debt counselling services.

To assist in ensuring all computerised and manual recording systems are updated and maintained on an accurate and timely basis, and that all service requests are responded to within the prescribed timescales.

To assist in preparation of court documents and paperwork relevant to rent possession cases including negotiation of such cases with tenants and other representatives before hearings and presentation of cases and associated evidence to the court at district and open court hearings and provide support to the Tenancy Officer with County Court procedures including liaison with court officials, bailiffs and legal services as required

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To assist completion of inventories and photographic evidence in respect of items remaining in the property.

To assist with timely completion of housing benefit claims and obtaining the necessary supporting documentation to assist benefit verification. Provide trial benefit calculations to ensure rental income is maximised and prepare bad debt cases for write off in accordance with policy and procedure.

Support the Tenancy Officer in developing and maintaining effective procedures and relationships with other officers, outside agencies and tenants, maintain continual awareness of, and be conversant with legislative changes and precedents in respect of rent collection and recovery to ensure that a high-quality tenancy management service is delivered.

To be first point of contact for complaints of ASB from tenants, to carry out investigations, decide on appropriate actions, carry out associated risk assessments for victims, provide support to victims, compile witness statements and case notes and action any formal sanctions including engagement of mediation services

To works closely with the Council’s regulatory services and wider council services on areas of work that impact tenants.

To attend multiagency meetings as a representative of the council to both inform and gather information.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

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| **Qualifications**   * A good standard of numeracy and literacy demonstrated through either qualification or previous experience * A related housing qualification would be desirable * A current full driving licence or equivalent mobility |
| **Experience**   * Experience of dealing with vulnerable and elderly people in a crisis * Experience of support available for people living in an Extra Care Scheme * Experience of tenancy management |
| **Knowledge**   * An in-depth knowledge of housing issues, particularly housing law, benefit legislation, housing related support, welfare reform and affordability |
| **Skills & Abilities**   * Excellent communication and presentation skills both verbal and written * Ability to manage workload and undertake prioritisation to meet deadlines * Excellent IT skills * Work across teams in a positive and constructive manner to achieve results * Ability to attend meetings and events out of hours * Ability to analyse, interpret and present complex ideas and information in a structured and readily understood manner * Ability to work with and involve people both individually and collectively to promote a positive culture / environment   **An Enhanced DBS will be required for this post.** |

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.