

THE PIONEER GROUP
Castle Vale Community Housing

Job Description
New Tenancy Officer

Team/Department	Community Team, Housing and Customer Services Department
Responsible to	Senior Neighbourhood Officer
Responsible for	N/A
Job purpose	<p>To be responsible for the delivery of an effective lettings and tenancy sustainability process that meets the Pioneer Group's corporate Vision, Values and Objectives, including:</p> <ul style="list-style-type: none">• Managing CVCH waiting list and local authority nominations• Carrying out pre-tenancy protocols including sustainability checks and property inspections• Working in partnership with Asset Management to coordinate void processes• Allocation of properties through nominations and waiting list• Managing an end-to-end lettings process• Managing and monitoring mutual exchange and transfer processes• Carrying out sign-ups, support assessments and post-tenancy visits• Using a risk management-based approach to monitor starter tenancies to ensure new residents are able to thrive in their new home• Managing income processes, including delivery of the CVCH Financial Inclusion Strategy, for starter tenants, working in partnership with Income Team• Managing all Section 21 notices, working in partnership with Income Team, Community Safety Coordinator and Senior Neighbourhood Officer as required, including representing CVCH in possession hearings where required• Coordination of any evictions made under Section 21• Ownership of a community 'Portfolio' (as per attached portfolios list)
Working environment	Office and community based. Visits to void properties and residents' homes, and attendance at internal and external meetings at other locations as required.

KEY TASKS AND OUTCOMES

1. Customer focus

- Main point of contact for customers, including applicants, new tenants and transferring/exchanging customers, from application through to the end of their starter tenancy (or following move for assured tenants)
- Taking a proactive approach to guarantee tenants are given the best possible opportunity to thrive in their new tenancy, through ensuring they understand the expectations of them, by discussing arising concerns (including arrears and ASB) with new tenants quickly to manage issues, and by promoting services offered by the Group and partners to maximise chance of tenancy sustainment

- Dealing with customer enquiries and queries both on telephone and face-to-face and liaising with colleagues across the Group and external agencies as required to deliver job purpose.

This role will require high degree of resilience as you will often be required to challenge customer behaviours and be dealing with customers at their most vulnerable. You will also be required to support customers to help themselves – that will mean saying no on occasion. Dealing with these complex and often difficult transactions will require high degree of emotional intelligence.

Examples of tasks specific tasks to this job:

- Assists in the effective resolution of complaints, seeking resolution at first point of contact
- Provides advice and guidance to tenants, residents and applicants across a wide variety of landlord and tenancy matters
- Gives advice, help and support to applicants and customers from application to allocation and post move in welcome visits
- Builds understanding of customer demand surrounding the service
- Is proactive in helping gather and utilise data to build insight into new customers and issues that impact on delivery of job purpose

You will often be the link between tenants and residents and service providers, assisting members of the community gain access to services on offer.

The aim of the role is to ensure tenancies are sustained: the role will have ownership of new tenancies and therefore a coordinated and collaborative approach is required to maximise the potential for tenancy success.

2. Working with others

The role will demand a team ethos working collectively as a community team to share intelligence, information and ideas to deliver the job purpose. In order to deliver job purpose and the best possible service to tenants you will be required to engage proactively with colleagues across the Group and in particular building strong relationships with colleagues in the Income Team, Customer 1st, Compass Support and the Asset Management team.

The role will demand engagement with tenants and residents on a daily basis. Working on a strengths base approach to help deliver services with customers through co-production. You will be required to deals with individuals who may be confused, anxious or distressed, on the telephone, at reception and in interview situations both in the office and resident's home.

Works as part of a team, attending team meetings and team briefings as required as well as evening meetings. Participates in cross departmental activities, e.g. development and delivery of the Community (Landlord) Offer.

Examples of tasks specific to this job:

- Working Parties
- Liaison and close consultation with Customer 1st, Income, Asset Management and Finance departments within the Group
- Regular meetings with colleagues across the Group along with a range of statutory and voluntary agencies including joint visits, case conferences
- Close liaison with Birmingham City Council departments and with other registered providers to ensure waiting lists, transfers and exchanges are carried out efficiently and with customers' needs at the forefront
- Ensure that relevant information is passed to agencies involved with residents

3. Delivering and Managing Services

Delivers an effective service to new tenants, transfer/exchange applicants and other customers based on following frameworks:

New tenancies:

- Carries out relevant pre-tenancy checks and sustainability risk assessments on all new tenants
- Develops bespoke intensive housing management plans to aid sustainability for new tenants based on need and risk
- Books and carries out sign-ups and new tenancy visits
- Books and carries out pre-vacation inspections
- Ensures minimal void loss in line with agreed targets, through close work with Asset Management and colleagues across departments
- Works closely with Community Coordinators to support effective transition from new tenants to established tenants
- Ensures the waiting list is maintained and updated as required
- Ensures fair approach to allocations and exclusion in line with policies and procedures
- Ensures effective use of stock through understanding of housing options and routes for housing
- Coordinates and champions homelessness and other initiatives to promote access to and delivery of the full range of housing options
- Leads on maintaining excellent communication with a wide range of stakeholders to deliver allocations and housing options, attending meetings as required
- Coordinates the nominations process with the local authority
- Follows income processes for starter tenancies to ensure tenants maintain minimal arrears
- Monitors satisfaction levels for lettings process
- Ensures accurate and timely recording of all stages in process via housing management systems

Mutual Exchanges:

- Coordinates mutual exchange process end-to-end, working closely with Community Coordinators to ensure team approach to exchanges
- Understands legislative requirements of mutual exchanges, both spirit and letter of the law, ensuring fair and consistent application of principles for all mutual exchanges
- Manages exchange register and online exchange services
- Promotes mutual exchanges across Castle Vale
- Keeps up-to-date and accurate records at all stages of process

Legal Action:

- Manages starter tenancies via Section 21 protocols
- Maintains and prepares appropriate and sufficient records to allow quick and accurate decision-making by senior managers in relation to all tenancy conversions and Section 21 eviction proceedings
- Maintains and prepares appropriate and sufficient records to ensure court proceedings, where issued, are conducted efficiently
- Proactively seeks to resolve tenancy issues with tenant and support agencies wherever possible, using possession proceedings as a last resort
- Manages all Section 21 possession proceedings end-to-end including representing CVCH at hearings

Additional:

- Alerts relevant colleagues to upcoming issues affecting their service area
- Attends resident meetings in and out of office hours.
- Takes an active role in corporate projects, including the development of policies, procedures, good practice and special projects

4. Developing Services

Proactively identifies the needs of the community in consultation with residents to ensure services are provided to deliver job purpose.

Examples of tasks specific to this job:

- Keeps up-to-date with legislative changes and best practice, and ensuring that any developments affecting service areas are effectively communicated and managed
- Carries out continuous improvement exercises to identify and implement efficiencies and service improvements in new tenancy process

5. Managing and Developing Self

Proactive in managing own workload, setting and delivering against priorities ensuring targets and deadlines are met. Actively participates in regular one-to-one supervision with line manager and in CVCH Performance Review scheme. Takes personal responsibility to attend training and networking events to support successful delivery of job purpose.

Examples of tasks specific to this job:

- Deputises for Community Coordinators, Senior Neighbourhood Officer and Community Manager as required
- Develops and maintains specialist service knowledge, especially in relation to starter tenancies and Section 21 legal protocols

6. Managing and Developing Others

- Provides motivational coaching and support to Housing portfolio holders on Customer 1st team, ensuring clarity of direction, effective communications and development of colleague potential
- Develops and delivers service area training to improve overall understanding of the service across the organisation
- Plans and allocates resources effectively to ensure continuity of service

7. Financial Management and Control

Assist in the setting and effective management of service area budgets, proactively monitoring and providing commentary on and management of cost centres. Work with Senior Neighbourhood Officer Community Manager and Finance to be proactive in profiling budgets and take ownership of your costs centres to spot trends, identify VfM cost comparison and understand return on investment. Responsible for the processing of all invoices relating to own area of work. Assisting with determining the outcome of compensation claims and incentive payments.

8. Administration, IT and data management

Be self-sufficient in your administration – seeing through tasks end to end e.g. preparing notices, letters and filing as required. Use specialist software packages to input data, keep records and generate reports. Produces standard letters and forms using mail merge. Uses email to communicate internally and externally.

Examples of tasks specific to this job:

- Use of housing management databases to keep accurate customer records and to generate reports and letters as required
- Use of Microsoft Office programmes to enable day-to-day task administration including writing bespoke letters, mailmerges and monitoring and updating spreadsheets

9. Legal and regulatory compliance

Works within CVCH and Pioneer Group policies and procedures, code of conduct, the law and best practice, and social housing Regulatory Frameworks relevant to role. Implements the activity to meet

internal and external risk and regulatory control relevant to the role, including security of information, data protection and risk reduction in data handling.

Examples of legal fields specific to this job:

- Housing Law
- Allocations
- Tenancy Enforcement
- Anti-social Behaviour

10. Health and Safety

To work in accordance with the Health and Safety Policy including reporting and recording of any near misses or accidents. To take all necessary action to ensure Health and Safety risk assessments and Adult Safeguarding responsibilities are discharged in respect of statutory regulations and The Pioneer Group policies and procedures. To ensure compliance with fire safety policy including regular review of fire risk assessments including ensuring that resident records are up to date e.g. Personal Evacuation and Escape Plans are in place where required.

All Pioneer Group employees have a responsibility to:

- Take reasonable care for their own Health and Safety and that of other persons who may be affected by their acts or omissions, including members of the public, visitors and contractors
- Report any incidents, accidents or near misses in line with policy
- Co-operate with the Pioneer Group and its managers to enable compliance with statutory duties, objectives and targets

11. Equality and Diversity

Assist in the delivery of the Equality and Diversity Strategy and Work in accordance with Equalities Scheme. Positively promote equality and diversity when working with colleagues and in delivering services.

Examples of tasks specific to this job:

- Carries out equality impact assessments as required when developing services
- Ensures lettings, transfers and mutual exchanges are carried out in line with the Equality Act

11. Other

To undertake any other reasonable duties as required by The Pioneer Group.

Person Specification New Tenancy Officer

How do you meet our requirements?

Below you will find the skills, abilities, experience and competencies needed to do the job you are applying for. On your Application Form explain how you meet these requirements.

Only write about the categories that are being assessed on the Application Form.

Relevant Job Competencies		How this is assessed
Core Pioneer Group: Customer Focus This competency is about putting customers and communities at the heart of the business and being eager to provide excellent service. It is about working to meet and exceed customer needs and look after their interests, whether those customers are internal or external customers Taking Ownership This competency is about demonstrating readiness to take responsibility for making decisions, seizing the initiative and taking action to benefit the business Teamwork and Collaboration This is about being a "team player". It is the desire to work co-operatively with others in teams and to consciously build and maintain business relationships/ networks based on trust both within and external to Pioneer Group.		Application Form Interview Assessment Probation Performance Review
Additional KEY Level 2 Competencies		
1.	Getting Things Done This is about setting clear, realistic and challenging goals and objectives for yourself and others, then focusing your energy into striving to achieve them within agreed deadlines.	Application Form Interview Assessment Probation Performance Review
2.	Relating to Others This is about the desire to seek to understand and to show respect for people, ideas and perspectives that differ from own. It is observing and interpreting the words, behaviours and actions of others to understand their needs feelings and concerns.	Application Form Interview Assessment Probation Performance Review
3.	Resilience This is about remaining calm and bounce back after setbacks. Being tough and robust in the face of challenges to deliver your own and the business objectives.	Application Form Interview Assessment Probation Performance Review
Skills, abilities and experience		

Essential Criteria You must have the following		How this is assessed
1.	Experience <ul style="list-style-type: none"> Working for a registered provider of social housing Working in a customer-facing role Working in a target-driven environment 	Application Form Interview
2.	Skills and abilities Ability to: Verbal and Written Communication <ul style="list-style-type: none"> Maintain sufficient and accurate records Produce own routine correspondence Assimilate, analyse and prioritise complex tasks and information Present information in varying formats to suit a range of audiences Produce information for reporting in line with policies and procedures Produce case reports in line with project protocols Numeracy <ul style="list-style-type: none"> Interpret numeric and financial information and take action in accordance with established procedures/accounts Produce statistical information from databases and use to drive service improvements Use spreadsheets to perform calculations Emotional Intelligence <ul style="list-style-type: none"> Develop exceptional working relationships with a range of key stakeholders Use influencing skills to encourage customer engagement and defuse potentially confrontational situations Work collaboratively within a team to achieve shared outcomes Work independently and seek timely guidance where required Organisation <ul style="list-style-type: none"> Manage complex processes and achieve deadlines Prioritise and review and work under pressure to specific timescales and targets Monitor and evaluate processes and work towards evidenced outcomes Assess information and make decisions in accordance with established policy and procedure, seeking guidance where necessary IT/Technical/Administration – use of: <ul style="list-style-type: none"> Microsoft Office to minimum intermediate level Electronic databases 	Application Form Interview Assessment
3.	Knowledge <ul style="list-style-type: none"> Housing law, best practice and practical processes (with specific knowledge of housing options, lettings and mutual exchanges) Principles of Equality Act Principles of Value for Money 	Application Form Interview Assessment
4.	Qualifications <ul style="list-style-type: none"> Housing qualification Level 3 or above 	Application Form Certificates
5.	Other	

	<ul style="list-style-type: none"> • Ability to develop innovative solutions to problems • Commitment to working in a community-led organisation • Ability to work flexibly including evening and weekend work to meet business needs 	Application Form Interview Assessment
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Desirable		
1.	Experience <ul style="list-style-type: none"> • Managing a lettings service • Use of Orchard or similar specialised housing management database • Providing advice and guidance to customers especially in relation to benefits or support services 	Application Form Interview
2.	Skills <ul style="list-style-type: none"> • Advanced Excel capabilities • Excellent problem-solving abilities 	Application Form Interview
3.	Qualifications <ul style="list-style-type: none"> • Qualification Level 4 or above 	Application Form Certificates
4.	Other <ul style="list-style-type: none"> • Customer insight/data analysis • Current full UK driving licence 	Application Form Interview

Community Portfolios

Leasehold and Service Charges

The community coordinator will take the lead role on the management of CVCH portfolio of leasehold properties both residential and commercial leases. In addition the coordinator with responsibility for this portfolio will also have responsibility for assisting in ensuring CVCH applies and manages a fair and VfM approach to setting and collecting service charges.

Leasehold

The purpose will be to deliver excellent customer service to leaseholders. Carrying out the day to day management of leasehold stock on Castle Vale.

To develop frameworks, knowledge, understanding, policy and procedure within this area.

Specific tasks will include:-

- Dealing with customer queries from leasehold customers
- Visit all schemes which incorporate leasehold properties regularly. Keep records of inspection visits and reporting repairs and defects as appropriate.
- Monitor the work of all contractors providing services to the Association's schemes at all times, to ensure that the work is completed in accordance with the appropriate specification (with support from the appropriate technical staff).
- To contact all new residents soon after their occupation and to provide support to them regarding any queries they may have about the lease, or the property.
- Ensure it is understood how payments (service charges) are to be made, and liaise appropriately with the Income Management section.
- Keep accurate and complete records of all work done at each scheme, and ensure that competitive quotes are gathered for any work undertaken.
- To develop frameworks, knowledge, and procedures within the area of leasehold legislation, and best practice. In essence to be the CVCH expert in this area.
- To review policies and procedures relating to leasehold as required.
- Ensuring CVCH operate best practice in this area.
- To be the main contact for leaseholders in the provision of a comprehensive service to them adopting the principles of best value in respect of leasehold administration and recovery of service charges.
- Effective administration and calculation of service charge items and bills (and raising of invoices) in accordance with the lease, including review of works records on the housing management system and or assets systems.
- Pro-actively consult with all leaseholders, attend all consultation meetings. Meet all the provisions of the Common-hold and Leasehold Reform Act 2002 to ensure we adhere to the Section 20 consultation requirements in all instances including all associated administration, gathering of cost information and consultation stages.
- Act on information from service providers to determine the cost, quantity and quality of services provided, verifying information to ensure consistency and making community visits where necessary.
- Investigate and resolve all customer complaints and disputes concerning the cost and standard of works and services by liaising with the appropriate service providers to ensure that all charges have been reasonably incurred. Ensuring a full response is given in order to initiate any necessary corrective changes. Coordinate the gathering of information pertaining to mediation and first tier tribunals
- To work with customers and the Inclusion and Insight Coordinator to help deliver customer involvement across leasehold stock.
- To service relevant Forums, Meetings, Resident Groups, Community Initiatives, that promote the aims and objectives of the Resident Inclusions Strategy.
- Assist in undertaking an annual satisfaction (STAR or similar) survey with leaseholders analysing the results to learn and improve reporting back to customers actions taken.

- Assist in capturing customer profiling data for all leasehold customers. Analyse the data to ensure we are not discriminating and to learn and improve.

Service Charges

- To lead and coordinate CVCH activity on service charges. Ensuring that service charges are budgeted and charged fairly to residents in accordance with legislation and agreements.
- You will be required to work collaboratively across services and teams within the Group to ensure service charges are set annually, complying with tenancy agreements and leases within the appropriate legislative framework.
- Regular reconciliation of scheme accounts on finance accounting system identifying any discrepancies and informing relevant teams to investigate and resolve.
- Reconcile actual costs for all stock with a variable service charge and issue year end statement of accounts, complying with agreements, leases and current legislation. Assist finance in liaising with external auditors, providing resolution of queries relating to the year end accounts.
- Monitor the financial performance of Managing agents by ensuring compliance with leases and agreements from estimates and final accounts and to issue legal notices in cases of non-compliance. Review and process service charge invoices from Managing agents in a timely manner, ensuring all charges are fair and reasonable. Challenge Managing Agent if accounts inaccurate.
- Ensure existing reserve/sinking funds are up to date and accurately recorded, and following the annual reconciliation, notifying residents (via audited accounts) of balance of reserve/sinking funds. Work pro-actively with colleagues in assets to keep Keystone (or similar) updated.
- Work with colleagues in estates and assets to manage staff time apportionment and ensure block repairs; and repairs improvements to commercial lease premises are captured and updated accurately in Orchard (or similar) systems. Ensure Orchard (or similar) system has correct coding structure in place to effectively deliver service charges.
- Work with other areas of the business to produce service charge estimates for new schemes, collating and interpreting all legal documentation to ensure service charges are set in accordance with the same.
- Attend First tier Tribunal (Property Chamber) hearings and resident meetings and to collate and prepare documentation for presentation at such hearings/meetings, by working in collaboration with the colleagues in Incomes and Finance.

Older Persons

The community coordinator who line manages the super warden will hold the portfolio around community services to older people. This coordinator will lead on ensuring that residents have quality of life and are able to maximise their independence, across all the accommodation designated for older persons.

Specific tasks will include:-

- Develop and maintain positive working relationships with a range of groups including statutory, voluntary sector organisations and internal teams to help ensure support is in place which addresses the priority needs of the of the residents
- Liaise with internal teams to respond collaboratively to ensure housing functions such as tenancy management, anti-social behaviour, repairs, caretaking provision is serving the needs of tenants and meeting agreed standards
- Supporting the community manager in monitoring and delivering the care line (or similar) contracted provision
- Support the community manager in ensuring the health and safety, including fire risk, of tenants, residents and visitors to older persons accommodation is effectively managed
- Overseeing the checking of the eldercare portal (or similar) for – Chivenor, Whittle, Bungalows
- Ensure the eldercare test sheets and no contacts list are checked and ensure all pull cords are tested in all properties on a rolling basis

- Ensure a CC1 for all new tenants on eldercare services – update annually and updated when there is a void/change in circumstances
- Contact next of kin if eldercare contact for pull cord activation during day
- Reporting repairs and ordering pendants – checking with customers when their needs have changed from calls for service
- Work with coordinators on rare occasions to attend the property (but this is not common practice)
- Ensure quarterly health and safety inspections at Chivenor House, including fire risk issues along with annual review of risk assessment - Chivenor House and Whittle Croft are conducted
- Monthly meetings with residents regarding facilities, support and housing issues in line with a action plan
- Working with colleagues in Compass Support to ensure customers are supported and sign posted to the relevant agencies
- Working with colleagues in assets to ensure smooth delivery of asset programmes and repairs are completed
- Working with customers to develop and deliver community (landlord) offer for older persons accommodation and linking with asset management on action plans to ensure maximum return on assets
- Support the coordinator and finance to review service charges
- Make referrals to ACAP or social care where necessary as customer circumstances change
- Lead on the allocations and process for older persons accommodation with help from the Super warden at Phoenix Court and community coordinators as appropriate
- Developing a handbook per scheme to list all of these things in i.e. the access door at the basement of Chivenor house is different to the many access points in Phoenix.
- Liaise with customers on the death of tenants and how to clear their properties – support staff to ensure rubbish is not dumped by relatives
- Discuss with customers how to end a tenancy if they move on or there is a death i.e. public trustee and house clearance Upcycling
- Discuss options when the property becomes unsuitable for their needs
- Discuss issues where are neighbour problems and/or incidents are reported to us. – liaise with support workers on referrals
- Use information to develop the PEEP list – update annually as well as update on notification – this needs co-ordinating better
- Manage the list of TV license that a subsidised
- Get the money from customers every year for relevant schemes
- Liaising with TV licensing authority for any queries

Environmental / Health and Safety

The coordinator with this portfolio will act as the link between teams and services – assets, estates and customer first to ensure the environment on Castle Vale remains an attractive and welcoming one. It is also recognised that Health and Safety of staff and customers is a high priority for the Group. Within the community service there is a range of responsibilities to ensure we deliver on our commitments to Health and safety. The coordinator with this portfolio will act as the teams lead on health and safety (including fire safety).

Specific task will include:-

- Leading on liaison between community team and assets team on the development and delivery of the community (landlord) offer; external improvements and cyclical programme activity
- Leading on the liaison between community team and estates team on the delivery of services that help create a clean and tidy neighbourhood
- Leading on the liaison between community coordinators and community safety coordinator on the promotion of a safe and welcoming environment

- Leading and developing relationships with community groups, voluntary organisations and stakeholders who share an interest in promoting Castle Vale as a clean, tidy, and green environment to live and work e.g. NPB, Environmental Trust, Allotment group, friends of Farnborough Fields, Walking Groups etc.
- Liaison with the Group's health and safety lead and support for the community manager in attending the health and safety group meetings and ensuring actions are acted on.
- Supporting the community manager on the delivery of the health and safety policy and procedures including ensuring risk assessments are maintained and updated as required
- Support the community manager to ensure the fire safety policy and procedures are delivered effectively across the community team services
- Help support and promote the delivery of the risk alerts and personal safety policies and procedures

Community (Landlord) Offer / Equality and Diversity

The Community (Landlord) Offer is all about understanding the bigger picture and the issues that impact on tenancies being sustained and in turn maximising return on our assets. We know that what happens outside customers front doors is equally important in delivering the Groups goals as the investment in the homes themselves. This requires a commitment to a team ethos and avoiding silo working.

The coordinator with this portfolio will assist the community manager on gathering the data required to build and develop the community offer. Coordinating data, knowledge and insight from across teams to bring the picture together.

The Groups equality and diversity policy sets out clear expectations and the coordinator with this portfolio will act as lead on ensuring the service principles set out in the policy are effectively delivered operationally.

Tasks will include:-

- Helping understand our customers – better understand who our customers are and their needs so that we are able to provide appropriate tailored services which are accessible to all
- Promote accessibility – community services should be sensitive to differing needs and create a level playing field and access for all
- Value diversity – recognise and proactively promote the benefits that people from diverse backgrounds and life experience can bring to Castle Vale
- Promote engagement and involvement – ensure all customers have the opportunity to get involved in developing and shaping the services that we offer – working with the inclusion Officer to seek opportunities for engagement
- Promote inclusive communities – everyone should feel that they belong in the community and you will promote and foster good community relations
- Assist in the development of the development of the community pledge and customer offer to provide clear meaningful information – ensure we provide clear and meaningful information about our community services in ways that are accessible and meet the needs of all the customers on Castle Vale