



## **JOB DESCRIPTION**

**POST: Tenancy Management Officer – Central Suffolk Lettings**

**DEPARTMENT: Housing Solutions**

**REPORTING TO: Central Suffolk Lettings and Business Support Team Manager**

**RESPONSIBLE FOR: - N/A**

**GRADE: 4**

## **MAIN JOB PURPOSE:**

- To support the Central Suffolk Lettings Team by providing the coordination of administrative tasks to ensure an efficient private lettings service including the Rent Deposit Scheme and the Rent Guarantee Scheme.
- The Tenancy Manager has a responsibility to liaise with the owner of proposed and ongoing properties following referral by the Lettings Negotiator to ensure the best use of the property with the best return to the landlord and to the tenants, who are interested in the best value for their money, including reasonable safety measures and compliance with fair housing laws.
- To monitor the use of the Councils' Central Suffolk Lettings property portfolio units by managing the daily spreadsheets and completing appropriate paperwork associated with the letting of private rented properties.

## **DUTIES AND RESPONSIBILITIES:**

1. Assisting with the signing of tenancy agreements and relevant Lettings Administration
2. Building relationships with current and potential property owners and clients
3. Liaising with the Housing Solutions Team regarding potential households suitable to join the Central Suffolk Lettings scheme
4. Maintain and add properties to the property portfolio as advised by the Lettings Negotiator
5. Devise a system of household checks on potential tenants to ensure the correct placement and the management of risk
6. Instructing on the raising and disputing of invoices with the support of the Team Manager

7. Providing administrative support to the Central Suffolk Lettings Team Manager, Lettings Negotiator, and team
8. Completing regular property inspections, the taking and recording of property photographs, check-in, and check-out inventories
9. Ensuring property compliance EPC's, EICR's, gas safety compliance and property cleans
10. Respond to general tenancy related queries throughout the lease, providing advice to tenants and landlords in terms of processes and procedures as they arise
11. To support the team by sending standard letters as required.
12. Any other duties of a similar nature which may be required.

### **Additional information**

- a) Does this job require a DBS check? **No**
- b) Does this job require a current driving licence? **Yes**
- c) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **No**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<b>REQUIREMENTS</b> The postholder must be able to demonstrate:	<b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i>	
Relevant qualification at HNC/Certificate of Higher Education level. Or NVQ3/ONC level plus some relevant post qualification experience in specialist area	A/I
Equivalent knowledge gained through experience.	A/I
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i>	
An excellent understanding of UK lettings legislation	A/I
Knowledge of homelessness and the issues affecting families.	A/I
Knowledge and/or experience of working within a private housing setting.	A/I
A keen eye for detail and the ability to record accurately	A/I
Highly organised and experienced with working in a busy daily environment to tight deadlines	A/I
The ability to identify problems and find solutions.	A/I
The ability to work on your own initiative.	A/I
The ability to regularly analyse situations and complex situations and problems, with the ability to agree a longer-term solution.	A/I
An ability to communicate with different audiences in an appropriate manner, in writing and orally.	A/I
Exchanges complicated or sensitive information with a range of audiences. Uses developed negotiating or persuasive skills in order to encourage others to adopt a particular course of action.	A/I
Proficiency in the use of housing allocations software, Outlook, Word, and Excel	A/I
<b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Able to work within procedures with the ability to organise own workload. Makes decisions on how and when work is carried out.	A/I
The ability to work on your own initiative without immediate access to a	A/I

<p>Senior Officer.</p> <p>The ability to analyse situations and problems when dealing with customers.</p> <p>An ability to communicate information with different audiences in an appropriate manner.</p> <p>Works co-operatively within a team and with people from other teams and services</p> <p>Has a flexible approach to work in terms of being prepared to pick up work outside of own specialism or comfort zone to help in emergencies or provide backfill to others.</p> <p>Uses transferable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities.</p> <p>Displays understanding, empathy and discretion towards people facing personal difficulties.</p> <p>Uses skill and judgement to manage difficult situations and people who are upset or angry.</p> <p>Has an ability to re-prioritise own work when faced with urgent or unexpected situations.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>BEHAVIOURS</b> Behaviours will be tested at interview against the Council's values (further detail below)</p>	
<p>Empowering, valuing and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	<p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p>
<p><b>EQUALITY AND DIVERSITY</b></p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



# Our Values

...we believe in



**OUR CUSTOMERS**



**BEING AMBITIOUS**



**TAKING OWNERSHIP**



**BEING OPEN and HONEST**



**OUR PEOPLE**



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.