



Tenancy Management Officer

Level:	Grade 8
Team:	Estates and Communities
Line Manager:	Estate Manager
Responsible for:	Estate Officers – Case Work, Estate Officers - Neighbourhood, Estate Support Officers

About the Job

- Lead a highly motivated, multi-disciplinary team to develop and improve neighbourhoods which are sustainable, safe and where people want to live and stay, while ensuring a high quality and maintained environment.
- Take a holistic approach to tenancy management issues and maintain sustainable tenancies and take the lead in complex tenancy management cases as needed.
- Deliver on Team Plan objectives and consistently achieve performance targets, including Key Performance Indicators (KPIs).
- Promote the service at all times in a manner consistent with business needs and targets.

You'll be trusted to

- Assist in the management of the Estate Management Service, in line with policies and procedures.
- Be the first point of contact for Estate Officers to offer professional advice and support when necessary.
- Monitor and implement performance management systems to ensure that agreed targets are achieved within the service responsibilities.
- Proactively manage and monitor Tenancy Management cases ensuring cases comply with Vico Homes Policies and Procedures and good practice.
- Lead on the development of estate-based profiles, proactively identify solutions and deliver outcomes.
- Promote effective working arrangements with key partners: and maintain effective working relationships with stakeholders.
- Prepare written reports to the Senior Area Management Team.
- Undertake effective communication at all times, throughout all levels of the organisation and to positively promote the work of Vico Homes and its service.
- Contribute to the development and implementation of changes to policies and procedures. Undertake effective quality assurance measures in relation to environmental conditions, caretaking, cleaning and case management.
- Conduct initial investigations into disciplinary matters and produce written reports in accordance with the organisation's disciplinary procedures.

- Deal appropriately with all complaints and representations, in accordance with complaints procedure.
- Establish links and attend key partner events representing Vico Homes's best interests at all times.
- Provide professional support and assistance to the team with the more complex cases and where necessary become lead officer in dealing with these.
- Ensure that cases are fully prepared for legal action, representing the organisation during court proceedings, when necessary.
- Be responsible for monitoring and maintaining caretaking and cleaning standards within the management area.
- Ensure that environmental standards are maintained at a consistently high level and prepare detailed improvement plans.
- Be responsible for supervision and monitoring of caretakers and cleaners, where appropriate.
- Support and advise employees where tenants require Vico Homes's Decant Services.
- Carry out estate audits, street packs and ensure issues are appropriately addressed.
- Identify and develop area based environmental schemes for consideration and delivery.
- Work with informal and formal community groups and ensure follow up action is taken.
- Respond to emergency situations in line with Vico Homes business continuity plan.
- Contribute to new ways of working through partnership and consultative arrangements.
- Undertake specific project management initiatives as required relating to policy or service initiatives.
- Be aware of national, regional and local developments and evaluate their effect on service area processes.
- Continually review processes for the service through effective consultation and partnership arrangements to achieve user expectations.
- Be responsible for managing devolved budgets within Vico Homes's Financial Regulations and Delegation Framework, to ensure allocated resources meet the need of service users achieving Value for Money.
- Assist in the identification and management of risks within their service area.
- Undertake communication process in line with service requirements.
- Ensure employee development and management support processes are delivered. And
- Undertake any other duties commensurate with the overall purpose of the job and the grade.

Who you'll work with:

Internal: All Vico Homes colleagues

External: All stakeholders

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A Qualification at Level 4 of the Regulated Qualifications Framework such as a HNC in Housing or other relevant qualification or working towards.	✓		AF/CQ
Evidence of a customer focused approach to service users whilst developing the strengths of individuals.	✓		AF/I
Evidence of setting and achieving performance targets.	✓		AF/I
A successful record of communicating and working effectively with internal and external organisations.	✓		AF/I
An enthusiastic person able to work in pressurised situations, who is dedicated and committed to delivering high levels of performance to meet the agreed targets and standards.	✓		AF/I
Have effective leadership skills, using communication, negotiation and motivation.	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-orientated culture.	✓		AF/I
Demonstrate an understanding of equal opportunities in employment and service delivery.	✓		AF/I
An understanding of, and the ability to apply the appropriate legislation, policies and procedures specifically relating to tenancy and estate management	✓		AF/I
An understanding of the methods of engaging with stakeholders.	✓		AF/I
An understanding of the Vico Homes Vision and the Way We Do Business Customer Charter Standards and Resident Involvement Strategy.	✓		AF/I
Clear presentation skills.	✓		AF/I
Evidence of effective communications with stakeholders, managers and employees.	✓		AF/I
To work as part of a multi-disciplinary team.	✓		AF/I
The post holder must hold a valid driving licence and have daily access to a vehicle to travel throughout the Vico Homes operating area.	✓		AF/CQ
Attend out of hours meetings and participate in out of hours call out and emergency planning	✓		I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
procedures.			
The post holder will be expected to work out of normal hours such as weekends to meet the needs of the customers and the business	✓		I
NVQ Assessor Award, Diploma in Housing Studies		✓	AF/CQ
Experience in a managerial position in a housing related background		✓	AF/I
Evidence of budget management having regard for priorities and tight financial limits.		✓	AF/I
Evidence of successful partnership working with communities and stakeholders.		✓	AF/I
Decisive analytical and interpretation skills.		✓	AF/I
Good time management and organisational skills.		✓	AF/I
An ability to understand and interpret key performance information to drive service improvements		✓	AF/I
An awareness of Financial and ICT systems.		✓	AF/I
Resource management financial and human.		✓	AF/I
To be able to use PC applications.		✓	AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:

