



### **Job Description**

Job Title:	Tenancy Management Officer
Pay Range:	£35,000 – £38,500 (depending on experience)
Hours:	35.00 hours per week
Work Pattern:	Monday - Friday
Location:	Clapton Park Management Organisation (CPMO), London E5 0HL
Responsible To:	Housing Services Manager
Responsible For:	N/A

### **Main Purpose of Job**

To contribute to the overall performance of the organisation by providing an effective housing management service to residents across the area covered by the organisation, in accordance with the specification for CPMO. To provide the full range of housing services including low level anti-social behaviour (ASB), tenancy management, successions, death of a resident, name changes, mutual exchanges and providing support based on an individual person's needs.

This role is to enhance the quality and perception of the housing management service, ensuring vulnerable residents have access to services they need. You will need to demonstrate a commitment to improving standards and ensuring the safety and quality of social housing in compliance with legislation across all services delivered by organisation.

### **Duties**

- Provide a comprehensive housing management service in accordance with the organisation's policy and statutory housing law, including the management of ASB, tenancy matters, including successions, name changes, mutual exchanges

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- Identify, manage and resolve all instances of nuisance, harassment and anti-social behaviour within agreed guidelines and procedures
- Provide information to the Council in an accurate and timely manner to enable applications for "Right to Buy" to proceed in line with the statutory timetable
- Ensure that accurate and timely computer and paper records are maintained in relation to all aspects of the work undertaken and in line with agreed standards and procedures and undertaking any associated administrative tasks
- With colleagues, ensure that a reception and interviewing service is provided for residents and members of the public, and managing first stage complaints about the housing management service
- Resolve all problems of service delivery and issues around customer satisfaction, which are within the scope of the role and make suggestions for improving the service
- Ensure that the service meets the needs as far as possible for our residents, and help to maintain high levels of customer satisfaction
- Prepare written responses to routine correspondence to tenants, leaseholders, members and advocates of tenants, and taking personal responsibility for content, accuracy and completion within the designated time scales
- Provide accurate and timely updates and reports as required for performance management
- Undertake tenancy checks in line with agreed procedures, implementing appropriate strategies to prevent squatting and illegal occupation, and undertaking all necessary tasks to recover possession of properties from squatters and unauthorised occupants
- Provide briefings to internal staff and external groups such as Tenant Resident Associations/ Block Representatives.
- Actively participate in identifying risks and threats to the organisation, monitoring risks under your responsibility, and taking necessary action to deal with those risks

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- Ensure that all responsibilities are carried out in line with policies and procedures, the specification for housing, and statutory requirements, which includes, though is not restricted to equality and diversity, health and safety, the Data Protection Act and the Freedom of Information Act
- Actively promote the organisation, encouraging residents to become members and seeking opportunities for residents to engage in the activities of the organisation; actively work to support and promote the organisation's social activities/events to help achieve successful outcomes
- Monitor and enforce the conditions of tenancy including servicing relevant Notices, preparing cases for court proceedings and representing the organisation in court proceedings by presenting full and accurate information in a professional manner
- Let-out properties and carry out exchanges in accordance with agreed procedures including progressing and monitoring cases and giving appropriate advice and information on housing issues to tenants, members and leaseholders



**PERSON SPECIFICATION**

<b>POST:</b> Tenancy Management Officer		Clapton Park TMO
<b>GRADE:</b>		<b>LOCATION:</b> Clapton Park, LB Hackney
<b>*CRITERIA</b>	<b>JOB REQUIREMENTS</b>	<b>*M.O.A</b>
	<b>Skills and Abilities</b>	
E	Effective written communication skills with the ability to keep accurate records and draft correspondence and reports to a good standard.	A/I
E	Excellent customer service/care skills	I
E	Effective interviewing skills	I
E	Effective time management with the ability to plan, prioritise and manage own work to ensure agreed targets and deadlines are met.	I/T
E	Ability to work effectively using own initiative, or as part of a team.	I
E	Strong interpersonal skills with the ability to communicate effectively and confidently to a range of stakeholders.	I
E	Computer literacy skills.	I/T
	<b>Qualifications and Knowledge</b>	
E	Good level of general education: 5 GCSEs at grade C or above including English and Maths or equivalent experience with language and numbers.	A/C

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E	A good knowledge of Housing Law as it applies to Tenancy Management and its practical application	I
E	Understanding of the current challenges faced by a Tenant Management Organisation and the wider Housing sector	I
	<b>Experience</b>	
E	Experience of working in a customer facing role within the social housing sector	A/I
E	Experience of tenancy management and enforcement of tenancy conditions.	A/I
	<b>Circumstances</b>	
E	Able to attend occasional weekend/ evening events/meetings	A

*CRITERIA	*M.O.A (METHOD OF ASSESSMENT)
<b>E</b> = Essential <b>D</b> = Desirable	<b>A</b> =Application Form <b>I</b> =Interview <b>T</b> = Test <b>C</b> = Certificate <b>P</b> =Presentation <b>AC</b> =Assessment Centre