

<b>Job Title:</b> New Tenancy & Exchange Officer	<b>Role Profile Number:</b> HSG3112
<b>Grade:</b> L	<b>Date Prepared:</b> May 2016
<b>Directorate/Group:</b> Service Delivery	<b>Reporting to:</b> Neighbourhood Housing Manager
<b>Structure Chart attached:</b>	No

**Job Purpose**

To manage mutual exchanges on behalf of the Council, including advising tenants throughout the process, and determining eligibility. To support the process of signing up new tenancies, by efficiently administering new tenancies to ensure that performance targets are met. To play a significant role in establishing good relations between the Council and customers starting a new tenancy.

**Key Accountabilities**

- To administer and assess mutual exchange applications and carry out all necessary checks including applicants' conduct of current tenancies;
- To approve or reject mutual exchange applications in accordance with current legislation and Council policy;
- To liaise with staff in other teams to ensure that all mutual exchange properties meet legal and health and safety requirements, including gas safety certificates and electrical checks;
- To undertake mutual exchange sign-ups as required;
- To arrange appointments and provide administrative support for sign-up of new tenancies from the housing register, including liaison with the Lettings, Empty Homes and Homeless teams;
- To set up tenancy start dates for new tenants;
- To ensure that all new tenants' information is entered onto the relevant record management systems, and that supporting documentation is scanned into the electronic house file;
- To maintain accurate records relating to tenancy sign-ups and mutual exchanges within target timescales;
- To contribute to meeting the mutual exchanges and tenancy sign-up targets, and provide statistics to the management team;
- Prepare and supply appropriate advice information for tenants;
- To assist in promoting mutual exchanges and other tenancy move opportunities to existing and potential tenants;

- To ensure compliance with all corporate targets relating to good customer service, including responding to correspondence, answering the telephone and face to face contact with customers;
- To ensure the accuracy of local authorities core returns to the Business Support Unit;
- To keep abreast of changes in Government policy through liaison with managers and of evolving good practice in relation to mutual exchanges, and to recommend/implement change as required.

### **Supplementary Accountabilities**

- Representing the council's commitment to tenant participation through developing and sustaining links with Swindon Tenants Voice and other appropriate representative groups.
- Undertaking any other duties within the Tenancy Service team that can be accommodated within the grading level or post.

### **Knowledge & Experience**

- Excellent administrative skills;
- Demonstrate attention to detail and accuracy;
- Experience of working under own initiative and managing caseload;
- Good inter-personal skills in dealing with customers and responding to problems;
- IT literate in windows based systems and able to learn various internal software packages.

### **Qualifications**

- GCSE Grade C or above, or equivalent qualifications in English and Math's.

### **Decision Making**

- Eligibility to proceed with mutual exchange application;
- Final approval or rejection of mutual exchange application.

### **Creativity and Innovation**

- To suggest ideas for improving services to customers.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <p><b>Typical tasks supervised/allocated to others</b></p>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p>
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### **Contacts and Relationships**

- Written: Standard letters, emails and completing forms;
- Verbal: Giving specialist and general housing advice to customers;
- Team: Work closely and collaborate with other officers, internal departments, social landlords and other partner organisations.

### **Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

### **Other Key Features of the role**

- Occasionally the post-holder will be expected to attend pre-arranged meetings in the evening or at the weekend.

### **Note:**

This job description is intended as a general guide to duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post holder.

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	