



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Tenant Academy Officer	Role Profile Number: HG3207
Grade: L	Date Prepared: 1/8/17
Directorate/Group: Communities and Housing	Reporting to: Tenant Academy Lead
Structure Chart attached:	No

Job Purpose

The Tenant Academy Officer is responsible for supporting Swindon Borough Council Tenants to improve their life skills in order to maintain their tenancy, reduce social isolation and improve their quality of life. This includes providing learning and development opportunities and support in preparing for and entering the job market. This role plays an important part in enabling our tenants cope with the effects of welfare reform by improving their employability and supporting them in finding and keeping employment. This post is also key to delivering the Green Light to Housing programme by conducting affordability assessments with prospective tenants, developing an action plan for those who fail and supporting them in taking action which will result in them being able to afford council housing in the future.

As part of the Housing Business Development Team, the Tenant Academy Officer also provides support to the Tenant Academy Lead, Lead Housing Participation Officer and Housing Business Development Manager on a variety of projects, including the Housing Apprenticeship Programme.

Key Accountabilities

Conduct affordability assessments to determine whether housing applicants can afford a tenancy

Provide one to one support to housing applicants who fail the assessment to enable them to afford the cost of housing, including supporting them to prepare for and gain employment.

Work with existing tenants to improve their life skills, access employment and reduce social isolation

Design, deliver and evaluate training programmes for tenants to improve life skills and support our tenant volunteers, including delivery of accredited training programmes up to level 2 or equivalent level of complexity.

Work in partnership with organisations providing access to education, qualifications, employability skills and

work experience.

Support the Housing Apprenticeship programme including delivery and assessment of Housing Qualifications to apprentices.

Maintain records of tenant involvement with the Tenant Academy including details of training provided by the academy and as a result of signposting to partner agencies

Assist in writing applications for grant funding

Establish effective working relationships with colleagues and tenants

Establish good relations with internal and external partners

Carry out project work as required by the Tenant Academy Lead, Tenant Participation Lead Officer and Business Development Manager

Be an effective and supportive member of the Housing Development Team

Supplementary Accountabilities

Provide general clerical duties to the Tenant Academy and Tenant Involvement functions including record keeping, minute taking, organising meetings.

Organise publicity campaigns and events to publicise the work of the Tenant Academy and Tenant Participation functions

Knowledge & Experience

Candidates must have knowledge and experience in the following areas of business and will be required to provide evidence of this:

Experience of dealing with customers in an advisory capacity

Effective numerical skills plus good verbal and written communication skills

Experience of using Microsoft Word, Outlook, Excel and Powerpoint

Basic understanding of the welfare benefit system

Understanding of household budgeting

Experience of maintaining records and tracking systems

Good organisation skills

Qualifications

- GCSE English, Grade C or equivalent
- GCSE Mathematics, Grade C or equivalent

Decision Making

- Decisions on affordability assessments
- Producing an effective action plan for each individual on the Green Light to Housing programme
- Assessment of academic and vocational qualifications against the required standards

Creativity and Innovation

- Design training initiatives that will be suitable for a variety of tenants, including providing accredited programmes in such a way that they will be accessible to all.
- Provide innovative solutions for clients whose needs do not fit into any of the tailor made programmes available.

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed <ul style="list-style-type: none">• None•	Responsibility	.
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Support Housing Business Development Team apprentice in carrying out administrative tasks.• Provide feedback on assignments and performance to Housing Apprentices• Co-ordinate the Housing Apprentice Network	Asset Responsibility:	None

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Working with Housing applicants and tenants including vulnerable clients
- Establishing and maintaining links with partners such as CAB, Learn Direct, Swindon and New Colleges and other organisations supporting people into employment and to maintain their tenancy.
- Liaise with officers in other areas of housing to offer a joined up service and with officers across the council in particular in relation to Benefits and Employment.

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 (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	