



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Tenant Academy Officer	Role Profile Number: P/A
Grade: Salary: 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.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None • <p>Typical tasks supervised/allocated to others</p> <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 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p> <p>None</p>
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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.

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:	