



## Role Profile

<b>Job Title:</b> Tenancy Land Management Officer	<b>Level:</b> M	<b>Post No:</b> RNR000520
<b>Directorate:</b> Tenancy Services	<b>Job Family:</b>	<b>Date Prepared:</b> January 2022

**Role reports to:**  
Lead Neighbourhood Housing Officer / Neighbourhood Housing Manager

**Job Purpose:**

Responsible for overseeing appropriate land management services and record keeping including contract work to communal gardens, to individual gardens as part of the Garden Maintenance Scheme and with tenants, promoting and enforcing good garden conditions of Council properties, in accordance with the tenancy agreement.

- Key Accountabilities:**
- You will be the main point of contact for all members of staff concerning the untidy gardens of individual Council tenants and communal garden areas to blocks of flats. To ensure effective liaison is achieved between yourself, Neighbourhood Wardens and Neighbourhood Housing Officers (NHO).
  - You will visit tenants who have untidy gardens and ensure that these are returned to a satisfactory condition. If, non-compliance, to ensure the appropriate procedural steps are taken and good record keeping maintained and support enforcement action, if necessary.
  - You will offer support, advice and encouragement to tenants who have good reason as to why their garden condition is unsatisfactory. This could take the form of reasonable adjustments to accommodate disabilities and/or vulnerabilities.
  - You will oversee the planning and maintenance of our gardens at all sheltered schemes across the borough.
  - Ensure that accurate records are kept to ensure the effective monitoring of cases can take place. Information will include the number of tenants visited, number of gardens improved, number of customers with disabilities/vulnerabilities supported.
  - You may be required to use effective partnership working with external agencies such as Social Services, Mental Health and the Probation Service, when ensuring gardens are returned to a satisfactory condition.
  - You will undertake regular estate inspections and receive referrals of untidy gardens from Neighbourhood Wardens (NWs) and NHO's. You will contact customers and stakeholders using a range of media such as in person, telephone, email and communication platforms (Microsoft Teams)

- Identify and report appropriately other works required to improve the appearance of Council estates, eg repairs to fencing, gates, street signs and removal of graffiti, weeds, fly-tipping etc.
- To assist in any environmental projects such as Refresh or Environmental Improvement works across our housing estates.
- Assist in working with the Tenant Academy to deliver training on garden maintenance.
- To carry out and design one off initiatives to encourage tenants to keep their gardens in good condition.
- Survey and oversee the creation a digital plan of all trees on all land managed by Tenancy Services to include species, current condition and a schedule of works for each tree over a rolling 5 year period.

**Other Duties:**

- Survey and oversee the creation of a digital plan of all land managed by Tenancy Services to include grass, hedges, trees, paving, retaining walls and playgrounds – their current condition and a schedule of works for a rolling 5 year period
- Undertake any other duties as allocated by the Lead Neighbourhood Housing Officer/Neighbourhood Housing Manager appropriate to the grading level of the post.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.

**Supplementary Accountabilities:**

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- To promote equality and diversity best practice in all areas of work.
- Representing the Council's commitment to tenant participation through actively developing and sustaining links with Swindon Tenants Voice and other appropriate representative groups.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Work within agreed confidentiality policies and protocols.

**NOTE:**

This job description is intended as a general guide to the 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 conjunction with the post holder.

Tenancy Services is committed to working in a manner, which does not discriminate against any individual or group identified as having a protected characteristic.

**Job Scope:**

**No & type of jobs Managed:**

**Typical tasks supervised/allocated to others:**

**Job Scope:**

**Budget:**

**Assets:**

**Knowledge & Experience:**

**Minimum:**

- GCSE Grade C or above, or equivalent in English and Maths.
- 2 years' relevant experience to include working with members of the public.
- Clean current driving licence and car available each day.
- Strong commitment to the ethos and principles of equal opportunities and the ability to apply that to everyday practice.
- Basic gardening/horticultural knowledge

**Preferred:**

- National Proficiency Test Council/City & Guilds in Horticulture or similar
- Computerised record keeping.
- 6 months experience of working for a social landlord.
- Home visiting.
- Experience of working with disabled and/or vulnerable customers
- Detailed knowledge or experience of gardening and/or acceptable garden standards.

The requirement to drive and have a car available will be an essential feature of the performance of the above duties.

**Decision Making:**

- Determine the action necessary to ensure that the garden conditions of all tenants are maintained to an acceptable level. This may include offering assistance for remedial works to the garden or

enforcement of the tenancy agreement.

- Instructing contractors regarding works following consultation with Lead Neighbourhood Housing Officer/Neighbourhood Housing Manager.

**Contacts and Relationships:** Internal 20%, External 80%

Internal – Housing Officers, Tenant Representatives, Swindon Services, Environmental Services, Education, Crime and Disorder, and Social Services.

External – Tenants, Contractors, Probation Service, Emergency Services, Police, Debt and other advice agencies.

Issue standard letters but also create ad-hoc ones to address more complex cases.

**Creativity & Innovation:**

Finding solutions to land management related problems that differ from current accepted practices.

**Health and Safety:**

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**Data Protection:**

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

**NOTE:**

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**Employee Signature:**

**Print Name:**

**Date:**

**Line Manager's Signature**

**Print Name:**

**Date:**