



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Lead Neighbourhood Housing Officer	<b>Role Profile Number:</b> SBC_12108
<b>Level:</b> CFL 9	<b>Date Prepared:</b> April 2024
<b>Directorate/Group:</b> Housing	<b>Reporting to:</b> Neighbourhood Housing Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

To supervise and manage a small number of officers and/or teams throughout Tenancy Services. Provide guidance and act as a flexible resource in dealing with complex issues and cases in all tenancy matters. Support the Neighbourhood Housing Manager and deputise for them in their absence. To be responsible for new initiatives and/or one off projects throughout Tenancy Services

### Key Accountabilities

### Leadership

- To supervise and manage a small number of officers and/or teams throughout Tenancy Services including completion of regular My Performance Conversations and Professional Development Reviews
- To be responsible for new initiatives and/or projects throughout Tenancy Services
- To recruit, induct, mentor, train and coach new officers whilst developing existing staff
- Be responsible for officers you line manage, taking appropriate and robust action when necessary
- To ensure a culture of continuous improvement and achievement by monitoring performance and outcomes relating to officers, projects and initiatives that you are responsible for
- To be a flexible resource in dealing with complex issues and cases in all tenancy matters including but not limited to decanting tenants as a result of emergency circumstances
- To review and approve tenancy changes, safety alerts and intensive management updates
- To fully deputise for the Neighbourhood Housing Manager in their absence

- To be responsible for supporting officers to deliver and in exceptional circumstances personally deliver some or all of the following:

### **Income Recovery**

- Carry out rent arrears recovery in accordance with the Council's rent arrears recovery policy and procedures in order to maximize income
- To be accountable for housing benefit checks relating to amendments and cancellations, including those accounts being considered for legal action
- Ensure tenants are contacted as part of the Council's arrears recovery policy and procedure. To provide early interventions, including home visits, to address debt at the earliest opportunity and sign post to support agencies
- Regularly review accounts using the housing management system and follow the income recovery procedure in terms of appropriate intervention and escalation to limit the accrual of debt to the tenant and to the Council
- Identify, contact and work with residents affected by legislative changes such as moving from paid employment to pension or a move to Universal Credit to mitigate the risk of debt accrual, maximize income and refer for specialist advice if needed
- Through regular and detailed record keeping, and in line with the pre-action protocol, prepare Proportionality Assessments prior to serving legal notices and issue referrals for Rent Income Officers
- Afford tenants experiencing financial hardship and/or customers who have vulnerabilities which may cause financial hardship time to explain their circumstances and to plan and deliver a holistic support plan with tenants either directly or via a multiagency approach
- Provide welfare and benefit advice
- Promote the payment of rent via the Council's advertised payment methods with emphasis on automated and digital processes
- Monitor and amend Direct Debits through liaison with tenants as necessary
- Assist with year-end business critical activities as required
- Ability to understand and use multiple IT systems for the delivery of the service.

### **Tenancy and Estate Management and Enforcement**

- To engage directly with tenants and residents to address inequality and provide homes and build communities where people enjoy living and can maximise their potential
- To work in collaboration with all stakeholders to effectively and efficiently deliver the Council's mission statements and priorities in relation to tenancy and estate management
- Complete tenancy sign ups, take initial rent payments and make appropriate support referrals at the outset of any new tenancy
- Be the initial point of contact for all tenancy related matters providing advice and guidance based on policy and procedure in a professional manner
- Communication in all forms with tenants in response to service requests or potential tenancy breaches

- Conduct home visits as a result of shared reports or intelligence relating to poor property condition
- Complete tenancy audits to ensure over a specified period of time the Council can be assured who are using our homes and that their needs are being addressed and the condition of our assets
- To review how temporary, flexible and introductory tenancies have been conducted and provide recommendations regarding tenancy changes or tenancy terminations
- To investigate requests for assignments, successions, and other amendments to tenancies and recommend approval or refusal
- To ensure safeguarding issues are raised and addressed in a timely manner as part of a multi-agency approach to mitigate risk to tenants and others
- To work with tenants to agree support plans to minimize risk and regular monitor progress of any plans
- To complete appropriate support referrals and work with support agencies to assist tenants in sustaining their tenancies
- To attend and represent Tenancy Services in professional meetings such as, but not limited to, Complex Case Conferences, Child in Need, Child Protection Conferences, Mental Health, MARAC and MAPPA meetings
- To investigate and collate evidence of tenancy breaches and where referrals and preventative interventions have failed advocate the use legal proceedings
- To make referrals to the Housing Enforcement Team to address matters related to ASB
- To write statements and attend court in relation to non ASB related enforcement such as access, property condition and fraud
- To manage the operational elements of evictions (non Rent and ASB) and be responsible for presenting vacant possession to Voids
- To participate in meetings and oversee the delivery of victim centered actions plans for our tenants who are victims of domestic abuse
- Regularly undertake estate inspections with community stakeholders. To report any communal repairs and liaise with managers regarding ideas to improve how estates look and are managed
- Respond to general correspondence as per policy and procedures and assist in managing and replying to Councillor, resident and MP enquiries
- Achieve performance targets and service standards for this role
- Be aware and report potentially dangerous or detrimental defects within your working environment
- Undertake any other duties as allocated by the Neighbourhood Housing Manager appropriate to the grading level of this role.

### **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
- To promote financial, digital and social inclusion for tenants
- Representing the Council's commitment to tenant participation through actively developing and sustaining links with representative groups

- Maintaining awareness of the Tenant Participation and, where required, assisting with the achievement of targets and commitments
- 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
- To participate in training and to keep abreast of national and local legislative changes and best practice
- Be familiar with and adhere to relevant policies and procedures for this role
- 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
- At times you will be required to work evenings and/or Saturday mornings
- You will need to have the flexibility and ability to change, as the role entails working in a rapidly changing environment.

**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.

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.

**Knowledge & Experience**

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

**Minimum**

- GCSE Grade A-C, or equivalent in English and Math's
- NVQ Level 4 or HNC in Housing or related field or studying for related qualification
- Face to face experience in working with members of the public, including vulnerable people
- Some understanding of benefits and welfare reforms, including assisting with budgeting
- Experience of liaising and corresponding with other professionals, using phone, emails, letters and face to face
- Ability to visit tenants in their home, throughout the Borough of Swindon
- Must be fluent in the English language (as a requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role).

## **Preferred**

- Experience of working for a Social Housing provider
- Experience of dealing with people who have complex needs
- Experience of taking enforcement action in relation to rent and/or anti-social behavior
- Working knowledge of the benefit system, such as Universal Credit.

## **Qualifications**

- GCSE Grade A-C, or equivalent in English and Maths
- NVQ Level 4 or HNC in Housing or related field or studying for related qualification.

## **Decision Making**

- Responsible for the management of a small number of officers
- Financial approvals in relation to invoices
- Sharing of information with relevant stakeholders in line with GDPR
- Escalate cases of ASB, rent arrears or tenancy management issues
- Make financial arrangements with tenants to clear arrears, recommend cases for legal action
- Recognise and advise tenants about entitlement to benefits
- Provide advice on complex ASB cases and other Estate and Tenancy matters
- Decisions which may have financial implications / consequences for tenants and the Council
- Assessing referrals/cases and deciding best course of action
- Making and supporting informed decisions based on data and evidence
- Seeking support from partner agencies in specific cases
- Taking action in respect of tenancy agreement enforcement
- Decisions on enforcement/legal action as appropriate in absence of NHM.

## **Creativity and Innovation**

- To embrace change and actively participate in service improvement for the benefit of the organisation and its users
- Finding solutions to complicated estate and tenancy issues needs officers to think outside normal procedures and tools available.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed:</b> None</p> <p><b>Typical Tasks Supervised/Allocated to Others:</b></p>	<p><b>Budget Holder Responsibility:</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p>
---	---	-----------

### **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)*

Internal 30%, External 70%

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

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

Produce standard letters but also create ad-hoc ones dealing with more complex cases. Complete forms for self and, where appropriate, on behalf of tenant.

Carry out interviews with tenants and investigate a variety of matters e.g. negotiating payment arrangements, boundary disputes, and neighbour nuisance.

### **Health and Safety:**

In accordance with the provisions of the Health and 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.

### **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).

- You will be visiting tenants in their homes throughout the Borough and you must have the ability to do so.
- You are expected to work with vulnerable tenants at times and due to the risk of aggression or abuse you are expected adhere to the lone working policy and risk assessments associated with these tasks.