

<b>Job Title:</b> Tenancy and Exchange Officer	<b>Grade/ Level:</b>	<b>Post Number:</b> SBC_10602
<b>Directorate:</b> Adult Services	<b>Job Family:</b> Housing	<b>Date Prepared:</b> August 2008

**Role reports to:** Senior Housing Officer

**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 to provide cover as required. To play a significant role in establishing good relations between the Council and customers starting a new tenancy.

**Key Accountabilities:**

1. To assess mutual exchange applications and carry out all necessary checks including an applicants' previous conduct of tenancies
2. To approve or reject mutual exchange applications in accordance with current legislation and Council policy.
3. 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.
4. To keep accurate records relating sign ups and mutual exchanges, including equalities monitoring information.
5. To arrange appointments and provide administrative support for sign-up of new tenancies from the Housing Register, including liaison with Housing Needs and Void teams, and Housing Benefit.
6. To set up tenancy start dates for new tenants.
7. To undertake mutual exchange sign-ups as required
8. To maintain tenancies.
9. To promote opportunities for tenant involvement and encourage participation.
10. 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.
11. To contribute to meeting the mutual exchange and sign up targets.
12. To ensure the accuracy of LA core returns to the Business Support Unit.

**Supplementary Accountabilities:**

1. To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
2. To promote equality and diversity best practice in all areas of work.
3. 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.
4. Undertaking any other duties within the Landlord Services team that can be accommodated within the grading level of the post.

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.

**Job Scope: Number and type of jobs managed:** Nil

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

**Budget:** Nil

**Assets:** Nil

**Knowledge and Experience:**

GCSE Grade C or above or equivalent qualifications in English and Maths  
Experience of working directly with the public, preferably in a public service environment  
Confidence in dealing with customers and responding to problems  
Competent with using a personal computer, and able to learn use of various software packages  
Understanding of deadlines and acceptance of performance management  
Commitment to customer involvement in developing Housing policy and practice

**Decision Making:**

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

**Contacts and Relationships:**

Mostly advising customers, and exchanging information with colleagues within Housing and other social landlords.

**Creativity and Innovation:**

To suggest ideas for improving services to customers

**Health and Safety:**

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 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.

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

**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 consultation with the postholder.