

Job Title:	Tenancy Support Manager (Rents)	Reporting to:	Service Manager, Tenancy Services
Grade	R	Posts/Team reporting to this role:	Tenancy Support Team
Pillar/Function	Delivery	Role Profile Reference	

Reporting Structure –

A copy of an organisation chart, showing where the role fits into the structure, must be attached to the Role Profile.

Role Overview

The Tenancy Support Manager reports to the Service Manager, Tenancy Services and is responsible for the provision of effective rent recovery for the Council. The post holder will be responsible for setting the objectives and targets for their team in line with the Housing Business Plan and the strategic plans of the Council and will maximise the performance of their team to achieve these targets.

Role Purpose:

Supervise, lead and motivate the Tenancy Support Team to work closely with the Neighbourhood Services teams to maximise rent collection and minimise rent losses. Maximise customer satisfaction and minimise complaints. Embed a culture of continuous improvement, performance management and value for money across the Tenancy Support Team.

Role Accountabilities:

- Responsible for the development of policy and procedures for Tenancy Services with specialism in rents
- Lead the team responsible for dealing with arrears requiring court action through to eviction, garage and former tenant arrears
- To lead and implement the financial inclusion strategy
- Further develop links with key partners such as Citizens Advice Bureau and Wiltshire Law Centre to continually improve access to debt advice.
- In partnership with Housing IT ensure maximum benefits from existing software and assess and implement improvements by keeping updated on the latest technology available. The lead for tenancy services for IT projects in particular the annual year end processes

- Ensure communications to tenants (letters, leaflets through to the website) are effective and timely
- Manage the tenancy support apprentices
- Deputise for the Tenancy Support Manager (Enforcement)
- To achieve compliance with inspection and regulatory regimes
- To represent Housing Services in project teams with key partners including representation at tenant forums and Locality meetings
- Produce Improvement Plans for the service area in line with service area priorities
- Lead and implement projects to improve services across the team and neighbourhood services
- Management of staff, setting workloads, priorities and targets to achieve the service area objectives. Ensure effective communication with the team through regular team meetings and the appraisal and development system so far as to meet their personal development and training needs
- Be an effective and supportive member of the Tenancy Services Management Team
- Monitor and report on quantitative as well as qualitative performance indicators
- Keep up to date with legislation and current practice on all matters relating to social housing
- Prepare and present Council reports to Members, Tenants and Leaseholders
- Manage revenue budgets and control monthly expenditure in accordance with levels of delegated authority and the Council's Standing Orders
- Arrange for tenants and leaseholders to be consulted on all key functions of the service and maintain a close working relationship with tenant and leaseholder groups
- Deal with complaints on the service from tenants, leaseholders, Members of Parliament and Members of the Council

Knowledge and Experience

- 5 years' experience of working in social housing, including tenancy services
- Detailed knowledge of social housing and the duties of local authority/housing association as landlords
- Significant experience of rent arrears and recovery procedures
- Significant experience of working with tenant and or community groups
- Experience of managing staff
- Experience of managing budgets
- Detailed knowledge of relevant legislation and good practice
- A proven commitment to partnership working and engaging service users in service development

Statutory and or Qualifications required for this post:

- Chartered Institute of Housing or equivalent housing qualification
- Current Driving License

Key Behaviour Competencies:

Self-Aware

Awareness of one's own behaviour, values, attitudes, strengths and weaknesses
Ability to reflect on one's behaviour and change them

Has integrity

Authenticity – being yourself and not wanting to look good or avoiding to look bad
Leading by example – being the role model you wish others to grow in to

Collaborator

Giving space to others and not imposing own views or judgements
Enabling development through co-creation and collective learning

Has meaningful relationships

Is compassionate and accepting of others
Connecting with others on an honest human level

Resilient

To be aware of and utilise personal strengths and resources to endure tough times
Keeping a positive outlook and using challenges as personal growth

Has clarity of intention

Clear and effective communicator
Is purposeful and makes decisions

Contacts and Relationships

Written: Producing policies, standard letters, writing reports, designing and completing forms

Verbal: Giving specialist and general housing advice, presenting information to formal groups, influencing policy, negotiating on behalf of the Council

Other Key Features of the role

Board Director	
Signature:	Date