



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> New Tenancy & Exchange Officer	<b>Role Profile Number:</b> HSG3112
<b>Grade:</b> L	<b>Date Prepared:</b> May 2016
<b>Directorate/Group:</b> Service Delivery	<b>Reporting to:</b> Neighbourhood Housing Manager
<b>Structure Chart attached:</b>	Yes

### **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, by efficiently administering new tenancies to ensure that performance targets are met. To play a significant role in establishing good relations between the Council and customers starting a new tenancy.

### **Key Accountabilities**

- To administer and assess mutual exchange applications and carry out all necessary checks including applicants' conduct of current tenancies;
- To approve or reject mutual exchange applications in accordance with current legislation and Council policy;
- To liaise with staff in other teams to ensure that all mutual exchange properties meet legal and health and safety requirements, including gas safety certificates and electrical checks;
- To undertake mutual exchange sign-ups as required;
- To arrange appointments and provide administrative support for sign-up of new tenancies from the housing register, including liaison with the Lettings, Empty Homes and Homeless teams;
- To set up tenancy start dates for new tenants;
- To ensure that all new tenants' information is entered onto the relevant record management systems, and that supporting documentation is scanned into the electronic house file;
- To maintain accurate records relating to tenancy sign-ups and mutual exchanges within target timescales;
- To contribute to meeting the mutual exchanges and tenancy sign-up targets, and provide statistics to the management team;

- Prepare and supply appropriate advice information for tenants;
- To assist in promoting mutual exchanges and other tenancy move opportunities to existing and potential tenants;
- 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;
- To ensure the accuracy of local authorities core returns to the Business Support Unit;
- 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.

### **Supplementary Accountabilities**

- Representing the council's commitment to tenant participation through developing and sustaining links with Swindon Tenants Voice and other appropriate representative groups.
- Undertaking any other duties within the Tenancy Service team that can be accommodated within the grading level or post.

### **Knowledge & Experience**

- Excellent administrative skills;
- Demonstrate attention to detail and accuracy;
- Experience of working under own initiative and managing caseload;
- Good inter-personal skills in dealing with customers and responding to problems;
- IT literate in windows based systems and able to learn various internal software packages.

### **Qualifications**

- GCSE Grade C or above, or equivalent qualifications in English and Math's.

### **Decision Making**

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

### **Creativity and Innovation**

- To suggest ideas for improving services to customers.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b>	<b>Responsibility</b>	
<b>Typical tasks supervised/allocated to others</b>	<b>Asset Responsibility:</b>	

### **Contacts and Relationships**

- Written: Standard letters, emails and completing forms;
- Verbal: Giving specialist and general housing advice to customers;
- Team: Work closely and collaborate with other officers, internal departments, social landlords and other partner organisations.

### **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

#### **Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

#### **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

#### **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

### **Other Key Features of the role**

- Occasionally the post-holder will be expected to attend pre-arranged meetings in the evening or at the weekend.

**Note:**

This job description is intended as a general guide to 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 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.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	