

Job Title: Tenancy Services Performance and Improvement Officer	Role Profile Number: ENN37
Grade: N Salary:	Date Prepared:
Directorate/Group: Housing	Reporting to: Service Delivery and Development Officer
Structure Chart attached:	Yes

Job Purpose:

- Working within Housing's Tenancy Services creating and producing reports, from data held within various systems, in order to maintain and improve income collection and housing management performance.
- Lead on data management by maintaining, analysing and fulfilling requests for information in order to understand performance and assist in making business decisions.
- Lead with administrative and additional support to the Landlord Services functions of Housing, including supporting the production and maintenance of communication material for tenants.
- Lead on identification and delivery of IT training for housing staff and with IT queries within the scope of the role.
- Support the Service Delivery and Development Officer with project work.

Key Accountabilities:

1. Responsible for the production of weekly, monthly, quarterly and annual statistical information, internally and externally in relation to income collection and housing management performance.
2. Lead on extracting information data from housing and associated systems and make recommendations from your findings to management in order to improve income collection and the housing management function of the business.
3. Monitor and audit data quality.
4. Lead on the production of regular and adhoc SMS to tenants, whilst ensuring that this function is fully utilised through on-going maintenance of data
5. Upload and maintain information on the housing management system.
6. Lead on the production of operational reports for officers.

7. Assist in the design of communication material, but with the overall responsibility for ordering stock control of materials.
8. Promote and maintain tenant incentive schemes and assist officers with other events.
9. Assist in identifying processes and information technologies required to instigate improvements and change.
10. Assist in identifying areas to increase efficiency and automation of processes.
11. Assist in the maintenance and electronic filing of Landlord Services' Policies, Procedures and Guidance Notes.
12. Assist in the annual rent changes process by arranging meetings to include checking and production of Year End material and communications to over 15,000 tenants.
13. Assist with project administration and data analysis of ongoing projects.

Supplementary Accountabilities

14. Promote equality and diversity best practice in all areas of work.
15. Raising any identified personal training needs with your immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
16. 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.
17. 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.
18. Undertaking any other duties that can be accommodated within the grading level of the post.
19. 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:

- Previous experience of data analysis coupled with excellent numeracy and analytical skills
- Excellent IT skills and knowledge of different packages.
- Excellent working knowledge of Microsoft Excel
- Accuracy and strong attention to detail with the ability to examine a range of information to identify patterns, trends and options to solve complex issues.
- Ability to provide training or mentoring for less experienced colleagues
- Good verbal and written communication skills.
- Ability to display information in formats specifically for your audience.

Preferred

- Experience of project management
- Knowledge of social landlords
- Ability to communicate, challenge and help staff at different levels across the organisation.

Qualifications

- A Level Standard or CIH level 4 housing qualification or equivalent experience.
- Evidence, through qualifications (or compensatory practical experience) of a high level of IT proficiency

Decision Making

- Deciding, in conjunction with managers, what areas to focus time and effort.
- Able to organise own time by planning and prioritising workload, taking into account business priorities and its people.
- Ability to know when and who to communicate information to and in what format.

Creativity and Innovation

- Ensure information is accurate and produced in a timely and understandable format.
- Ensure the data held is analysed effectively to enable business improvement.
- Assist staff with training to ensure that all software and tools are fully utilised.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <p>Reporting for KPIs Quality of housing data Production of rent statements – legal requirement Non-payment week function and prize draw Compliance of communications to tenants</p> <p>Typical tasks supervised/allocated to others</p> <p>None</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Part responsible for £50 million rental income</p>
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Contacts and Relationships

- Officers, managers and senior management
- General public
- External organisations

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other key Features of the role

May be required to work outside normal working hours.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	