L&Q Group

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| **Role title** | Regional Tenancy Management Officer | **Date** | April 2021 |
| **Reports to Title** | Regional Manager  | **Version** | 1 |
| **DBS Disclosure Required:** | **Yes** |  | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| Purpose: **To deliver a responsive, efficient, high quality and customer focussed tenancy and lease management service, by managing queries and cases in relation to matters arising out of rights and obligations in a resident’s tenancy or lease in a defined regional geographical patch or where demand requires.** |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List in order of priority, the major activities, or functions necessary to achieve the job’s end results.  |
| Operate in line with the L&Q values to deliver the highest levels of customer service. Provide a professional and knowledgeable lease and tenancy management service to residents in a range of tenures and resolve issues efficiently and effectively.  |
| Take ownership to ensure own performance contributes positively towards team objectives, key performance of the business and customer experience by managing and resolving caseloads in a proactive, customer focussed and empathetic way, including responsibilities for:* Tenancy management - Providing advice, managing requests and taking action where breaches of tenancy/lease conditions or changes in circumstances occur. This includes death/succession; possession proceedings; squatting/abandonment.
* ASB - Tackling and reducing the effects of anti-social behaviour, managing a caseload of anti-social behaviour cases to the point of closure or enforcement action. This includes case assessment; identifying solutions and taking action; preparing cases for court action and representing the organisation at court and at evictions.
* Vulnerability – dealing sensitively with vulnerable residents and signposting to internal and external service providers as necessary
* Starter tenancies – Engaging with residents throughout the term of their probationary tenancy, to collect/record any changes in circumstances that are likely to have a bearing on the decision whether to renew the tenancy at the end of the term.
* Record Keeping - Take responsibility to maintain professional written/electronic records and systems to ensure accurate and complete records are captured following any interaction with our customers

Other tasks and activities associated with the role. |
| Work collaboratively with internal colleagues and teams to ensure effective, efficient and customer focussed tenancy management. This will include colleagues in Tenancy Fraud and Tenancy Verification, Property Management, the Customer Service Centre, Lettings, Revenue, the Gas team and Community Investment.  |
| Provide excellent customer service to residents, promoting ways to get involved, dealing sensitively with vulnerable residents and signposting to internal and external service providers as necessary. Maintain excellent relationships with key stakeholders and partners, such as politicians and police, positively representing L&Q and attending meetings / events as appropriate. This may include occasional evening and weekend meetings. |
| Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions and internal policy and procedure, especially around ASB, tenancy/lease management and data protection. Keep up to date on all legislative and regulatory issues that impact the role. |
| Take responsibility to maintain the necessary written/electronic records and systems to ensure accurate and complete records, including those related to changes in circumstances, vulnerability and end to end case management. |
| Manage risks associated with areas under the jobholder’s control, such as taking appropriate action where tenancy breaches (e.g. ASB) or changes occur, including legal action. |  |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. |
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| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |

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| **Technical Knowledge/Skills** |
| List of technical knowledge/skills required to successfully perform the job role, including professional qualifications |
| Able to demonstrate experience of delivering customer focused services in a demanding, public facing environment |
| Excellent communication and presentation skills, with the ability to present to stakeholders and at court when needed, handle complaints and communicate verbally and in writing. |
| Highly organised, able to prioritise and manage a demanding workload |
| Highly developed relationship management or stakeholder engagement skills, with the ability to influence, deal with difficult behaviours and manage conflict to resolution. |
| Able to demonstrate an awareness of how operational matters impact budgets and financial performance. |
| Strong IT skills – MS Office suite, Case Management Records Systems and internal computer systems and devises |
| Previous experience with processes relating to the management of tenancy and leasehold issues or similar experience of managing challenging relationships with customers within a process driven, rules-based environment. |
| Housing sector experience and knowledge around: housing law and taking legal action for tenancy breaches; welfare reform; domestic violence, domestic abuse and working with vulnerable people, including awareness of mental health issues, safeguarding and what other agencies and organisations can provide. |
| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| We care about the happiness and wellbeing of our customers and employees |
| **Passion** |
| We approach everything with energy, drive, determination and enthusiasm  |
| **Inclusion** |
| We draw strength from our differences and work collaboratively |
| **Responsibility** |
| We own problems and deliver effective, lasting solutions  |
| **Impact** |
| We measure what we do by the difference we make  |
| **Other**  |
| Commit to supporting L&Q’s environmental policy and social missionI will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |