

**PARAGON HOUSING ASSOCIATION  
JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>DEPARTMENT</b>
Assistant Tenancy Management Officer	Housing Management
<b>GRADE</b>	<b>RESPONSIBLE TO</b>
Grade 6	Housing Manager
<b>STAFF RESPONSIBLE FOR</b>	<b>POST CONTROL NUMBER</b>
None	

**Section 1 : Main Objectives of Post**

To assist in the delivery of a customer focussed performance driven tenancy management service and contribute to the delivery of the overall housing management service.

**Section 2 : Accountability /Responsibility**

The Tenancy Management Assistant will

- report to the Senior Housing Officer in the first instance under the direction of the Housing Manager
- supervise staff in the Housing Management Team as required under the direction of the Senior Housing Officer
- Work flexibly and provide cover for other Housing Management staff as directed
- contribute at an operational level
- contribute to the effective delivery of the housing management service particularly around income maximisation, tenancy sustainment, tenant and resident liaison and enforcement of tenancy, legal and title obligations
- liaison with other internal teams and external stakeholders

**Section 3 : Values & Behaviours**

- To put customers at the heart of the service
- To promote equality and embrace diversity
- To work in a co-operative and professional manner
- To undertake personal & professional development activities such as attending training and conferences
- To actively take part in organisational development activities to ensure that the organisation is constantly improving and delivering a good value for money service
- To positively represent the values of the organisation internally and externally
- To support colleagues across the organisation to deliver organisational objectives

### **Section 3 : Principal Duties**

This is not a definitive list and may be subject to change in line with business requirements.

#### **Performance Management**

- To meet performance targets
- To produce accurate and timeous performance management reports

#### **Team Role & Development**

- To support the Tenancy Management Officers in delivering the tenancy management services
- Contribute to the delivery of the team workplan
- To take part in professional development activities

#### **Service Delivery**

- To deal with enquiries from service users on rent and tenancy breaches matters
- To monitor arrears on an ongoing basis and provide reports to Tenancy Management Officers to allow appropriate actions to be taken
- To take initial arrears control actions and recommend actions to Tenancy Management Officers/Senior Housing Officer
- Maintain rent arrears records and produce performance reports
- To provide first level advice to tenants on housing benefit/universal credit matters
- Liaise with local authorities/ DWP on HB / Universal Credit/ Welfare Benefit matters
- To ensure HB information is input timeously
- Prepare annual rent statements
- Contribute to Annual Rent increase exercise
- Process rental payments
- Monitor Former Tenant arrears and take authorised recovery actions
- Monitor Rechargeable Repairs and take authorised recovery actions
- Monitor Owner Occupier/Factoring Payments and take authorised recovery actions
- Maintain tenancy record information
- To maintain Tenancy Management diaries, make appropriate appointments and maintain team actions lists
- Establish initial details of tenancy breaches reported, provide a report for Tenancy Management Officers and make necessary appointments for follow up investigations
- Maintain associated records and produce monitoring reports
- Maintain a register of support providers for Housing Management staff
- Produce a wide range of communications for tenants on tenancy matters including updating web site information

#### **Strategy & Policy Development**

- To identify service areas for improvement and make recommendations for

improvement

- Contribute to the development of organisational policies and strategies

#### **Resident Liaison / Partnership Working**

- Contribute to the development of effective consultation strategies in relation to the tenancy management function
- Record satisfaction with the service and contribute to the developments of improvement plans in respect of feedback
- Consult with tenants and residents on matters affecting them
- Liaise effectively with external agencies and represent the Association in external forums
- Produce information for tenants and owners in a variety of formats including material for the Association's web site

#### **Section 4: Professional Standards**

- To demonstrate a strong understanding of Association policies and procedures
- To work on own initiative and resolve operational issues with minimal supervision
- Provision of advice and support to other staff to achieve this
- To recommend improvements to policies and procedures

#### **Section 5: Other**

- To attend meetings out of hours as required
- To carry out any other reasonable duties as required by the Association