

Job Description

Job title	Tenancy Management Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	HRA
Range	MPR 4
Reports to	Tenancy Manager

Main purpose of the job:

The primary purpose of this role is to deliver comprehensive tenancy management services within a designated geographical area (approximately 1000 homes). The postholder will engage with residents, fostering strong relationships to ensure effective service delivery. This includes promoting timely rent payments, upholding property and tenancy or lease conditions, and driving resident involvement initiatives. The role also involves collaborating with stakeholders to identify local priorities for maintenance and neighbourhood development, fostering communities where residents feel valued and understood.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- Manage a patch in a defined geographical area, acting as the primary point of contact for residents. Ensure that questions, queries and concerns are responded to in a timely manner, offering advice and assistance.
- Ensure that residents comply with the terms and conditions of their tenancy or lease, taking proportionate action as necessary.
- Address complex tenancy issues, resolving disputes and implementing effective solutions that align with organisational goals and resident needs.
- Maintain accurate records of resident interactions, agreements and issues on the Council's IT systems and raise Customer Relationship Management (CRM) cases accurately
- Carry out regular tenancy audits to capture resident information, record vulnerabilities and identify cases of tenancy fraud.
- Work collaboratively and proactively to promote opportunities for resident involvement and participation in shaping service improvement.

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- On a rota basis, to provide support and first contact resolutions where possible to residents who call directly into the service
- On a rota basis, to manage Cuxton Caravan site including rent arrears and site management

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Tenancy Manager.

The post holder will have no line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

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Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc.

Full UK driving licence and daily use of a car.

Level B (in addition to level A criteria)

Completion of role specific training as identified on the HRA training matrix

Level C (in addition to levels A and B)

Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role

Evidence of continued professional development

Knowledge

Level A

A good understanding of Housing legislation relating to secure tenants

Knowledge of welfare and benefits

Knowledge of safeguarding principles

An understanding of GDPR legislation and best practice in relating to information sharing

Knowledge of lone worker practices

Level B (in addition to level A criteria)

In-depth understanding of strategies for managing tenancy breaches

Understanding of social value initiatives and approaches to neighbourhood development

Knowledge of engagement techniques / methods that can be applied to foster strong working relationships with residents

Level C (in addition to levels A and B)

Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement

Experience

Level A

Experience of working in a social housing setting

Experience of working in a team and contributing to shared objectives

Familiarity with housing management systems and processes

Level B (in addition to level A criteria)

Build productive relationships with stakeholders to resolve complex issues and support residents

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Experience with identifying potential problems and taking appropriate action

Experience of being the primary contact for residents and stakeholders, including completing visits.

Experience of actively contributing to change programmes and offering input to shape decisions

Level C (in addition to levels A and B)

Drive improvements within the assigned neighbourhood, enhancing resident satisfaction

Experience of proactive resident engagement to meet our 'knowing our tenants' service objective

Skills

Level A

Honed relationship management and interpersonal skills

Effective prioritisation of tasks and ability to meet deadlines

Proficient at using Microsoft packages such as word/Excel/PowerPoint

Communication skills

Level B (in addition to level A criteria)

Ability to apply Council policies and processes when making decisions on tenant issues

Ability to use Council ICT to accurately record resident information and interactions, including CRM

Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary.

Level C (in addition to levels A and B)

Ability to problem solve with creative ability

Evidence of proactively managing the patch, considering the bigger picture