

## Housing ICT, Systems and Data Team

### Resident Engagement Apprentice (PN: 16549) – Apprentice Grade

See Job Profile for full duties.  
Main duties include:

To learn and develop the skills to work with various teams in delivering services to Medway Council residents.

To develop a wide range of skills and experience in all aspects of housing

#### Level 2 Intermediate Apprenticeship

#### Level 3 Advanced Apprenticeship

#### Level 4 Higher Apprenticeship

Apprenticeships are a mixture of 'on' and 'off' the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.

You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion.

### Data and Insight Officer (PN:16299) – Range 3

See Job Profile for full duties.  
Main duties include:

Assist the service to understand our tenants by using a range of research methods and tools. Analyse survey returns, carry out profiling and produce reports to inform decision making. Enhance insight, drive service improvements and improve tenant satisfaction.

#### Level A (Developing)

#### Level B (Practising)

#### Level C (Accomplished)

#### Requirements at this level:

#### Requirements at this level in addition to level 3A:

#### Requirements at this level in addition to level 3A and 3B:

#### Qualifications

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

#### Qualifications

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

#### Qualifications

Level 3 Chartered Institute of Housing (CIH) recognised qualification or equivalent qualification related to the role e.g. NVQ3 data science

Evidence of continued professional development

<p><b>Knowledge</b></p> <p>An awareness of GDPR legislation and best practice in relation to information sharing</p> <p>A good understanding of data and insight principles</p> <p>Understanding of customer needs and expectations</p> <p>An awareness of GDPR legislation and best practice in relation to information sharing</p>	<p><b>Knowledge</b></p> <p>A comprehensive working knowledge of the broader activities of the service</p> <p>A good understanding of Regulatory standards for landlords</p> <p>Good knowledge of research methods and tools</p>	<p><b>Knowledge</b></p> <p>An understanding of strategies used to drive continuous improvement</p> <p>An understanding of resident engagement strategies and how to improve tenant satisfaction</p> <p>A good understand of GDPR legislation and best practice in relation to information sharing</p>
<p><b>Experience</b></p> <p>Experience of providing a comprehensive support service</p> <p>Experience of analysing data</p> <p>Experience of using a range of research methods</p> <p>Experience of conducting resident surveys and analysing feedback to inform service improvement and performance monitoring</p> <p>Experience of providing advice and guidance to managers</p>	<p><b>Experience</b></p> <p>Experience of providing effective project support</p> <p>Experience of engaging in peer-to-peer support activities</p> <p>Experience of using the NEC housing database for the purposes of data and insight</p> <p>Experience of presenting information to others</p> <p>Experience of undertaking research using methods, including quantitative and qualitative, and tools, such as literature review, data collection and analysis, surveys, interviews etc</p>	<p><b>Experience</b></p> <p>Experience of confidently using specialist ICT packages relevant to the service area, for example Business Objects or Power BI to enhance service delivery</p> <p>Experience of both internal and external stakeholder engagement</p>
<p><b>Skills</b></p> <p>Ability to use Microsoft packages including Excel, Word and PowerPoint</p> <p>Strong analytical skills with attention to detail, using tools like Excel, SQL</p> <p>Ability to organise and prioritise workload to meet deadlines</p> <p>Can coordinate the collection, analysis and reporting of resident profiling data</p>	<p><b>Skills</b></p> <p>Ability to interpret data and prepare reports as required, demonstrating precision and speed</p> <p>Ability to communicate in a manner which is easily understood and meets the needs of the audience, presenting data visually using tools like Power BI</p> <p>Ability to build productive working relationships with colleagues and resident groups. Can engage others in a credible, persuasive way</p>	<p><b>Skills</b></p> <p>Ability to use own analysis and evaluation to make recommendations for service improvements</p> <p>Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working</p>

**Housing Finance Officer (PN:14368) – Range 3**  
 (This post sits within the Business Support job family)

See Job Profile for full duties.  
 Main duties include:

To provide a high quality, effective and efficient finance support to the landlord service, including repairs and maintenance, estate services, tenancy management services and homes for independent living.

<b>Level A (Developing)</b>	<b>Level B (Practising)</b>	<b>Level C (Accomplished)</b>
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<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 3A:</b>	<b>Requirements at this level in addition to level 3A and 3B:</b>
<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p> <p>Working towards Level 3 in Business Administration or CIH equivalent</p>	<p><b>Qualifications</b> Level 3 in Business Administration or CIH equivalent qualification level</p> <p>Completion of role specific training as identified on the HRA tenant services training matrix</p>	<p><b>Qualifications</b> Evidence of ongoing continuous professional development</p>
<p><b>Knowledge</b> An awareness of GDPR legislation and best practice in relation to information sharing</p> <p>An awareness of financial regulations, guidelines and procedures</p> <p>A good understanding of relevant policies and procedures within landlord services</p> <p>Understanding of finance activity such as budgeting, invoicing, preparing statements etc</p>	<p><b>Knowledge</b> A working knowledge of financial systems and basic accounting</p> <p>A comprehensive working knowledge of the broader activities of the service</p>	<p><b>Knowledge</b> A good understand of GDPR legislation and best practice in relation to information sharing</p> <p>An awareness of the Council's Record Retention Policy and freedom of information protocols</p>
<p><b>Experience</b> Experience of providing a comprehensive administrative and/or customer support service</p> <p>Experience of using financial systems to raise purchase orders and process invoices</p> <p>Experience of updating records accurately using electronic or hard copy filing systems/databases</p> <p>Experience of providing general information, advice and guidance on internal procedures relating to finance</p>	<p><b>Experience</b> Experience of dealing with confidential and sensitive data</p> <p>Experience of coaching/supporting others in their role</p> <p>Experience of providing project support</p> <p>Experience of preparing reports</p>	<p><b>Experience</b> Experience of confidently using specialist IT packages relevant to landlord services</p> <p>Experience of contributing to Freedom of Information requests</p>
<p><b>Skills</b> Ability to use Microsoft Word, Excel, Teams and Outlook</p> <p>Ability to organise and prioritise workload to achieve deadlines</p> <p>Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders</p> <p>Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to line manager for unusual or difficult problems</p> <p>Ability to develop and maintain the Housing ICT database and any other filing systems, where care, accuracy, confidentiality and security are important</p> <p>Attention to detail with the ability to proof read</p>	<p><b>Skills</b> Ability to interpret data and prepare financial / management / project reports as required, demonstrating precision and speed</p> <p>Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience</p> <p>Ability to explain straightforward tasks to others, where required</p> <p>Ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.</p> <p>Coaching skills</p>	<p><b>Skills</b> Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working</p> <p>Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences</p> <p>Ability to use advanced suite of Excel functions (pivot tables and formulas)</p>

<p>Ability to maintain confidentiality at all times</p> <p>Good time management skills</p>		
<p><b>Resident Engagement Officer (PN: 6815) – Range 4</b></p>		
<p>See Job Profile for full duties. Main duties include:</p> <p>To develop and lead community engagement and social inclusion initiatives to build strong and sustainable neighbourhood for Medway Council tenants.</p>		
<p><b>Level A (Developing)</b></p>	<p><b>Level B (Practising)</b></p>	<p><b>Level C (Accomplished)</b></p>
<p><b>Requirements at this level:</b></p>	<p><b>Requirements at this level in addition to level 4A:</b></p>	<p><b>Requirements at this level in addition to level 4A and 4B:</b></p>
<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p> <p>Full UK driving licence and daily use of a car</p>	<p><b>Qualifications</b> Completion of role specific training as identified on the HRA tenant services training matrix</p>	<p><b>Qualifications</b> Completion of level 3 Chartered Institute of Housing qualification or equivalent qualification in customer/community engagement</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b> An understanding of community engagement principles and social inclusion</p> <p>Awareness of the Charter for Social Housing Residents, Social Housing White Paper and Consumer Standards</p> <p>Knowledge of tenant engagement practices and methods for consultation.</p>	<p><b>Knowledge</b> Good understanding of regulatory requirements, including consumer standards</p> <p>Knowledge of how to use data and insights to inform targeted tenant engagement strategies</p> <p>Awareness of diversity and inclusion issues, particularly regarding under-represented groups</p>	<p><b>Knowledge</b> Extensive knowledge of best practices for community cohesion and social inclusion, including innovative and evidence-based approaches</p> <p>Advanced understanding of data analytics tools and techniques for tenant profiling and targeted engagement</p>
<p><b>Experience</b> Experience working with residents or communities in a customer-focussed or support based role</p> <p>Exposure to multi-agency working or partnership environments</p> <p>Involvement in delivering community projects or initiatives</p>	<p><b>Experience</b> Experience of delivering successful community engagement or social inclusion initiatives</p> <p>Experience using data to develop targeted and impactful engagement activities</p> <p>Experience of having worked with diverse communities and addressing barriers to engagement</p> <p>Participation in securing funding and managing budgets for community projects</p>	<p><b>Experience</b> Significant experience in designing and leading high-impact community engagement projects with measurable outcomes</p> <p>Evidence of mentoring and coaching colleagues to build capacity within the team</p>
<p><b>Skills</b> Good communication and interpersonal skills, with the ability to build relationships with residents and stakeholders</p>	<p><b>Skills</b> Ability to design, implement, and monitor resident engagement programmes and evaluate their impact</p>	<p><b>Skills</b> Ability to lead on strategic initiatives, aligning tenant engagement with corporate objectives and regulatory standards</p>

<p>Organisational and time management skills to coordinate engagement activities and events</p> <p>Data handling skills, including gathering and interpreting information to inform decision making including being competent with the use of Microsoft Excel.</p>	<p>Skilled in interpreting data to inform engagement activities and service improvements</p> <p>Competent in managing multiple projects, including budgeting and resource planning</p> <p>Effective partnership building skills with internal teams, service providers and external stakeholders</p> <p>Able to use coaching and mentoring skills to improve performance of the team</p>	<p>Advanced skills in engaging and mobilising hard-to-reach groups, using creative and inclusive consultation methods</p>
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**Housing Business Systems Analyst (PN: 16303) – Range 4**

See Job Profile for full duties.  
 Main duties include:

To oversee and support the day-to-day running and management of housing ICT systems, ensuring their smooth operation and continuous improvement.

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<p><b>Qualifications</b>            Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3</p>	<p><b>Qualifications</b>            An ICT qualification Level 3 or above or working towards</p> <p>Working towards advanced excel and foundation Structured Query Language (SQL) skills</p> <p>Completion of role specific training as identified on the HRA tenant services training matrix</p>	<p><b>Qualifications</b>            Working towards professional development such as high level excel or Structured Query Language (SQL) training</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b>            A solid knowledge base of providing ICT service management in a housing environment</p> <p>An awareness of GDPR legislation and best practice in relation to information sharing</p>	<p><b>Knowledge</b>            A strong understanding of the functions, wider purpose and implications of our housing management systems, tools and languages and how they can be used to meet the needs of the business</p> <p>Awareness of the wider purpose and implications of the systems, including service impacts on key stakeholders</p> <p>Working knowledge of relevant legislation, understanding how it impacts the role and its duties</p>	<p><b>Knowledge</b>            Applied knowledge of data analysis skills using advanced excel functions and SQL</p> <p>Applied specialist knowledge of NEC functionality</p> <p>Expertise on new technologies and how they could be applied and implemented within the service</p> <p>Good understanding of cybersecurity practice for organisational data and systems, with the ability to implement these as needed</p>
<p><b>Experience</b>            Experience of working in systems administration or comparable support role</p>	<p><b>Experience</b>            Experience of working directly with a broad range of business leads to help them get the most out of IT systems</p>	<p><b>Experience</b>            Experience of mentoring junior members of staff and peers in the area of systems use</p>

<p>Experience of providing a first line support function in a housing ICT service</p> <p>Experience of running reports</p> <p>Experience of basic data analysis</p>	<p>Experience of utilising Structured Query Language (SQL) and advanced EXCEL functions to transform data</p> <p>Experience of managing/resolving complex situations</p> <p>Experience of contributing information to senior officers to suggest or shape changes to procedures or systems</p> <p>Experience working with internal customers and partners to resolve problems</p> <p>Experience of analysing a large data set to produce actionable data</p>	<p>Experience of managing the operational running of housing management systems and associated tools, with minimal support.</p> <p>Experience researching new solutions and providing evidence for or against the use of them</p> <p>Experience providing comprehensive customer support, with the ability to meet the needs of the customer at all levels with fast turnaround</p> <p>Experience of proactively fixing or taking preventative measures against an issue</p> <p>Experience of deputising for manager.</p>
<p><b>Skills</b></p> <p>Excellent communication skills. An ability to explain complex issues in a way that is easy to understand</p> <p>Excellent organisational skills and attention to detail</p> <p>Proficient in the use of relevant computer applications including Microsoft Office</p> <p>Ability to maintain confidentiality at all times</p> <p>Ability to work to deadlines under a pressured environment</p> <p>Ability to troubleshoot issues in a timely and effective manner to maintain good service</p>	<p><b>Skills</b></p> <p>A professional curiosity approach to data quality, testing and system functionality</p> <p>Problem solving and creative ability</p> <p>Working towards advanced data analysis skills using advanced excel functionality</p> <p>Effective prioritisation of projects, activities and tasks to meet Service Level Agreements</p> <p>Ability to suggest adaptations to systems, providing a clear case and plan for implementation</p>	<p><b>Skills</b></p> <p>Applied use of advanced Excel skills</p> <p>Applied use of Structured Query Language (SQL) data extraction and reporting tools</p> <p>Independent applied use of NEC knowledge in problem solving scenarios</p>
<p><b>Data and Insight Manager (PN: 11144 &amp; 11144A) – Range 5</b></p>		
<p>See Job Profile for full duties. Main duties include:</p> <p>To provide efficient support to housing service managers, focussing on service improvements and preparing for inspections from the Regulator of Social Housing.</p> <p>The role will lead communication strategies with partners and residents, ensuring accurate and widely distributed information through various methods.</p> <p>A key responsibility is to drive service improvements and implement new initiatives, while ensuring compliance with housing regulatory standards through the development of effective mechanisms.</p>		
<p><b>Level A (Developing)</b></p>	<p><b>Level B (Practising)</b></p>	<p><b>Level C (Accomplished)</b></p>
<p><b>Requirements at this level:</b></p>	<p><b>Requirements at this level in addition to level 5A:</b></p>	<p><b>Requirements at this level in addition to level 5A and 5B:</b></p>

<p><b>Qualifications</b> Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3</p> <p>Willingness to work toward level 4 Chartered Institute of Housing qualification</p>	<p><b>Qualifications</b> Completion of role specific training as identified on the HRA tenant services training matrix</p>	<p><b>Qualifications</b> Completion of level 4 Chartered Institute of Housing qualification</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b> A good understanding of Regulatory standards for landlords</p> <p>A working knowledge of Housing legislation</p>	<p><b>Knowledge</b> An in-depth knowledge of strategies used to drive continuous improvement</p> <p>An in-depth knowledge of resident engagement strategies</p>	<p><b>Knowledge</b> Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
<p><b>Experience</b> Experience of stakeholder engagement</p> <p>Experience of benchmarking performance</p>	<p><b>Experience</b> Experience of funding and bid writing</p> <p>Experience of completing Data Protection Impact Assessments</p> <p>Experience of Housing Management Systems and processes</p> <p>Effectively supervise staff members, delegate tasks and ensure performance expectations are met</p>	<p><b>Experience</b> Evidence of strategic planning and aligning team objectives with broader goals</p> <p>Evidence of reviewing and developing policies and procedures</p> <p>Drive service improvements, introducing innovation and enhancing the resident experience</p>
<p><b>Skills</b> Highly organised with the ability to prioritise the work of the team</p> <p>Honed relationship management and interpersonal skills</p> <p>Excellent ICT skills including Microsoft packages such as excel, PowerPoint and word</p> <p>Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapt to new ways of working</p> <p>Ability to troubleshoot issues in a timely and effective manner to maintain good service</p>	<p><b>Skills</b> Effective line management skills</p> <p>Ability to manage large sets of data, producing accurate analysis and reporting</p> <p>Excellent written and oral communication skills, tailoring to the needs of the audience</p>	<p><b>Skills</b> Evidence of problem solving and creative ability</p> <p>Evidence of applying data and insight to inform resident engagement</p> <p>Identify opportunities for staff development</p>

### Housing Service Improvement Manager (PN:16637) – Range 6

See Job Profile for full duties.

Main duties include:

To ensure that the Council's ICT systems are optimised for service improvement, supporting business processes, reporting, user experience and decision making.

The role will involve managing systems maintenance, financial controls, and compliance with best practices and legislation.

The post holder will lead activities like process mapping, digital automation, and user training, ensuring housing management and finance systems operate effectively including batch scheduling, interfaces, and contractor invoicing.

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 6A:</b>	<b>Requirements at this level in addition to level 6A and 6B:</b>
<b>Qualifications</b> Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3	<b>Qualifications</b> Completion of role specific training as identified on the HRA tenant services training matrix	<b>Qualifications</b> Chartered Institute of Housing Level 4 and working towards the Information Technology Infrastructure Library (ITIL) foundation certified  Evidence of continued professional development
<b>Knowledge</b> Advanced knowledge relating to workflow-based ICT including system administration functions  Knowledge of the social housing sector  A good understand of GDPR legislation and best practice	<b>Knowledge</b> Foundation level understanding of IT Infrastructure Library (ITIL) service management framework  Detailed knowledge of Medway’s systems and technical infrastructure	<b>Knowledge</b> Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing and best practice
<b>Experience</b> Experience of direct line management in a responsive housing context  Applied use of SQL.  Experience of working in a service improvement role	<b>Experience</b> Experience of supporting service users managing complex data and security access controls of NEC, storing sensitive data and documents  Experience of analysing data and systems to inform strategic decision making  Experience of driving improvements in self-service and user experience	<b>Experience</b> Delivery of ICT upskilling across the service  Evidence of strategic planning and aligning team objectives with broader goals  Experience of deputising for manager  Evidence of providing complex advice and guidance to internal and external stakeholders  Be an active member in the development of and successful running, and acting Chair of the Housing Change Advisory Board
<b>Skills</b> Ability to use Microsoft packages including Excel, Word and PowerPoint  Relationship management and interpersonal skills  Effective line management skills  Advanced data analysis skills including advanced level excel  Excellent research and audit activity skills  Communication skills  Organisation/ project planning skills  Initiative and independence in this role	<b>Skills</b> Business process transformation skills  Evidence of problem solving and creative ability  Ability to work collaboratively and consultatively with stakeholders to maximise value from systems and establish priorities aligned with strategic objectives	<b>Skills</b> Use of best practice service management methodologies  Evidence of applying housing sector knowledge to drive innovation  Excellent presentation and training skills

## Housing ICT Systems and Data Manager (PN: 10723) – Range 7

See Job Profile for full duties.

Main duties include:

Strategically manage the Council's Housing ICT systems, ensuring that they support business processes, decision making and reporting while maintaining technical functionality.

The role employs proactive product management methodologies to develop a visionary roadmap for technical updates and service enhancements, leveraging ITIL and user-centred IT Service Management practices to foster collaboration, value and continuous improvement

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 7A:</b>	<b>Requirements at this level in addition to level 7A and 7B:</b>
<p><b>Qualifications</b> Level 6 qualification – e.g. Degree Apprenticeship, Graduate Diploma</p>	<p><b>Qualifications</b> Information Technology Infrastructure Library (ITIL) practice manager certified  Completion of role specific training as identified on the HRA tenant services training matrix</p>	<p><b>Qualifications</b> Completion of Chartered Institute of Housing level 4 qualification  Evidence of continued professional development</p>
<p><b>Knowledge</b> Advanced knowledge relating to workflow-based ICT including system administration functions  Good knowledge of GDPR and role-based security  Knowledge of the social housing sector</p>	<p><b>Knowledge</b> Detailed knowledge of IT Infrastructure Library (ITIL) service management framework  Detailed knowledge of Medway's systems and technical infrastructure  Understanding of service requirements under the consumer standards and good understanding of how relevant legislation, standards, and best practice apply to the duties of the team at all levels  Strong working knowledge of FOIs, SARs, and the national guidance and standards for dealing with them sufficient to lead on these activities</p>	<p><b>Knowledge</b> Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing  Strong understanding of annual reporting, including how the information is to be presented, returns deadlines, and any relevant national standards  Expertise in matters of data protection and cybersecurity, with a strong understanding of relevant technologies that are used or could be used by the council</p>
<p><b>Experience</b> Experience of team management, including the motivation and development of staff, in an NEC applications environment  Experience of managing a housing ICT support service  Experience of building config/ Structured Query Language (SQL) to improve Housing services  Experience contributing to budget management or setting</p>	<p><b>Experience</b> Experience of managing a support team with limited resources and conflicting priorities  Experience of analysing data and systems to inform strategic decision making  Experience of mapping out team targets in line with service plan with continued monitoring to ensure successful completion  Experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway</p>	<p><b>Experience</b> Experience of delivering transformation and change in relation to systems and processes  Experience in a leadership business systems management function  Experience of recruiting staff including writing a business case, obtaining approval, creating JD's, advertising, shortlisting and interview, offer and induction  Experience of setting, managing, and effectively reporting on budgets, providing insight into spending trends to inform financial forecasting</p>

<p><b>Skills</b> Ability to use Microsoft packages including Excel, Word and PowerPoint</p> <p>Relationship management and interpersonal skills</p> <p>Ability to undertake direct responsibility for line managing others, providing direction, monitoring progress and empowering them to achieve objectives</p> <p>Excellent written and verbal communication skills to adapt information to a variety of audiences</p> <p>Advanced IT skills</p> <p>Excellent management skills</p> <p>Excellent analytical skills to interpret complex information to develop long-term strategies and solutions</p>	<p><b>Skills</b> The ability to compile complex reports to influence change</p> <p>Effective Business Objects/Power BI skills</p> <p>Developed management skills to develop and motivate staff</p> <p>Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way</p> <p>Ability to carry out tasks and/or provide guidance on internal procedures, relating to employees and interpret them based on the needs of individual situations</p>	<p><b>Skills</b> Proven project management ability</p> <p>Use of best practice service management methodologies</p> <p>Able to draft and deliver presentations to staff, members, and other key stakeholders on various service subjects</p> <p>Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary</p> <p>Strong interpersonal skills, with the ability to manage team dynamics with care and attention</p> <p>Superb leadership, problem-solving and negotiation skills</p>
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## Tenancy Management

### Housing Apprentice (PN: 9621A & 16549) – Apprentice Grade

See Job Profile for full duties.

Main duties include:

To learn and develop the skills to work with various teams in delivering services to Medway Council residents.

To develop a wide range of skills and experience in all aspects of housing

#### Level 2 Intermediate Apprenticeship

#### Level 3 Advanced Apprenticeship

#### Level 4 Higher Apprenticeship

Apprenticeships are a mixture of 'on' and 'off' the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.

You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion.

### Tenancy Management Assistant (PN: 11386A) – Range 2

(This post is within the Business Support job family)

See Job Profile for full duties.

Main duties include:

To provide a range of general administrative duties to support service delivery.

To act as the first point of contact for internal and external customers and provide a professional and welcoming environment at all times

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 2A:</b>	<b>Requirements at this level in addition to level 2A and 2B:</b>
<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ etc</p>	<p><b>Qualifications</b> Completion of role specific training as identified on the HRA training matrix</p>	<p><b>Qualifications</b> Working towards Level 3 in Business Administration  Evidence of ongoing continuous professional development</p>
<p><b>Knowledge</b> An awareness and understanding of confidentiality and data protection procedures  An awareness of the service area  An awareness of equality, diversity and inclusion</p>	<p><b>Knowledge</b> An awareness of policies and legislation relevant to the service  A good understanding of the procedures and practices relevant to the service area and own area of work</p>	<p><b>Knowledge</b> An understanding of GDPR legislation and best practice in relation to information sharing</p>
<p><b>Experience</b> Experience of providing administrative support to a team  Experience of undertaking routine data entry with care and accuracy</p>	<p><b>Experience</b> Experience of supporting with multiple copies of documents, using photocopier  Experience of dealing with confidential and sensitive data</p>	<p><b>Experience</b> Experience of analysing information and considering alternative solutions  Experience of providing a comprehensive administrative and/or customer support service  Experience of updating records on electronic or hard copy filing systems</p>
<p><b>Skills</b> Ability to use Microsoft Word, Excel, Teams and Outlook  Effectively exchange basic information, both orally and in writing  Ability to maintain confidentiality at all times</p>	<p><b>Skills</b> Ability to organise and prioritise workload to achieve deadlines  Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important</p>	<p><b>Skills</b> Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders  Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems  Ability to input data, where care, accuracy, confidentiality and security are important</p>

**Tenancy Management Officer (PN: 3227A) – Range 4**

See Job Profile for full duties.  
Main duties include:

To deliver comprehensive tenancy management services within a designated geographical area.

Engage with residents to foster strong working relationships.

The role also includes promoting timely rent payments, upholding property and tenancy or lease conditions, and driving resident involvement initiatives

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<p><b>Qualifications</b>            Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ etc</p> <p>Full UK driving licence and daily use of a car</p>	<p><b>Qualifications</b>            Completion of role specific training as identified on the HRA training matrix</p>	<p><b>Qualifications</b>            Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b>            A good understanding of Housing legislation relating to secure tenants</p> <p>Knowledge of welfare and benefits</p> <p>Knowledge of safeguarding principles</p> <p>An understanding of GDPR legislation and best practice in relating to information sharing</p> <p>Knowledge of lone worker practices</p>	<p><b>Knowledge</b>            In-depth understanding of strategies for managing tenancy breaches</p> <p>Understanding of social value initiatives and approaches to neighbourhood development</p> <p>Knowledge of engagement techniques / methods that can be applied to foster strong working relationships with residents</p>	<p><b>Knowledge</b>            Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p>
<p><b>Experience</b>            Experience of working in a social housing setting</p> <p>Experience of working in a team and contributing to shared objectives</p> <p>Familiarity with housing management systems and processes</p>	<p><b>Experience</b>            Build productive relationships with stakeholders to resolve complex issues and support residents</p> <p>Experience of being the primary contact for residents and stakeholders, including completing visits.</p> <p>Experience with identifying potential problems and taking appropriate action</p> <p>Experience of actively contributing to change programmes and offering input to shape decisions</p>	<p><b>Experience</b>            Drive improvements through initiations within the assigned neighbourhood, enhancing resident satisfaction</p> <p>Experience of proactive resident engagement to meet our ‘knowing our tenants’ service objective</p>
<p><b>Skills</b>            Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p> <p>Proficient at using Microsoft packages such as word/Excel/PowerPoint</p> <p>Communication skills</p>	<p><b>Skills</b>            Ability to apply Council policies and processes when making decisions on tenant issues</p> <p>Ability to use Council ICT to accurately record resident information and interactions, including CRM</p> <p>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</p>	<p><b>Skills</b>            Ability to problem solve with creative ability</p> <p>Ability to proactively manage the patch, considering the bigger picture</p>

## Tenancy Sustainment Officer (PN: TBC) – Range 4

See Job Profile for full duties.

Main duties include:

To offer support and guidance to Medway Council tenants, helping them to sustain their tenancies while fostering strong, positive relationships to maximise engagement and prevent tenancy breaches.

The role requires delivering a compassionate and customer-focussed service in line with the Council's policies, procedures, and relevant legislation whilst promoting the delivery of a high quality, inclusive service, ensuring efficiency and effectiveness for all stakeholders

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p> <p>Full UK driving licence and daily access to a vehicle for work</p>	<p><b>Qualifications</b> Completion of role specific training as identified in the HRA training matrix</p>	<p><b>Qualifications</b> Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b> A good understanding of Housing legislation relating to secure tenants</p> <p>In-depth knowledge of welfare benefits such as universal credit, housing benefit and council tax support</p> <p>Knowledge and understanding of safeguarding principles</p> <p>Awareness of how issues such as domestic abuse, mental health and substance misuse can affect residents</p> <p>Knowledge of lone worker practices</p> <p>An understanding of GDPR and FOIs</p>	<p><b>Knowledge</b> Knowledge of local support services, charities and agencies, including how to signpost residents to appropriate help. Includes awareness of pathways to access employment, education and training</p> <p>Familiarity with financial inclusion, budgeting advice and available grants or discretionary funding</p>	<p><b>Knowledge</b> Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p> <p>Sound knowledge of all housing services teams in order to provide cover during periods of absence</p>
<p><b>Experience</b> Experience of working in a social housing setting</p> <p>Experience of working within a team and contributing to shared objectives</p> <p>Familiarity with housing management systems and processes</p>	<p><b>Experience</b> Build productive relationships with stakeholders to resolve complex issues and support residents</p> <p>Experience of identifying potential problems and taking appropriate action</p> <p>Experience of actively contributing to change programmes and offering input to shape decisions</p> <p>Experience of making online applications for Kent HomeChoice and Homeswapper</p>	<p><b>Experience</b> Evidence of driving improvements across the service, enhancing resident satisfaction and reducing evictions</p> <p>Evidence of taking a proactive approach to tenancy sustainment, using innovation in engagement activities and campaigns</p>

<p><b>Skills</b></p> <p>Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p> <p>Proficient at using Microsoft packages such as word/Excel/PowerPoint</p> <p>Empathy skills</p> <p>Communication skills</p>	<p><b>Skills</b></p> <p>Ability to apply Council policies and processes when making decisions on tenant issues</p> <p>Ability to use Council ICT to accurately record cases and interactions, including CRM</p> <p>Ability to formulate clear and effective action plans for residents which enable tenancy sustainment</p> <p>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 and stakeholders where necessary</p>	<p><b>Skills</b></p> <p>Ability to problem solve with creative ability</p> <p>Evidence of using available data in the Low-Income Family Tracker (LIFT) to create proactive plans and target interventions</p>
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### Anti-Social Behaviour Officer (PN: 16278) – Range 4

See Job Profile for full duties.

Main duties include:

To take a holistic approach in investigating, managing and seeking resolution for complaints of anti-social behaviour (ASB), supporting victims and complainants throughout the process.

The postholder will work with perpetrators, aiming to understand the root causes of behaviour and implement appropriate interventions to prevent further incidents and help them to sustain their tenancies.

The postholder will ensure compliance with relevant legislation and Medway Council's policies, while collaborating with various partners to safeguard vulnerable individuals and address ASB effectively

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<p><b>Qualifications</b></p> <p>Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p> <p>Full UK driving licence and daily access to a vehicle for work</p>	<p><b>Qualifications</b></p> <p>Completion of role specific training as identified in the HRA training matrix</p>	<p><b>Qualifications</b></p> <p>Completion of level 3 Chartered Institute of Housing or equivalent qualification related to the role</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b></p> <p>Extensive knowledge of Anti-Social Behaviour (ASB) and housing legislation</p> <p>Knowledge of safeguarding principles</p> <p>Knowledge of current policies and best practice in ASB and tenancy management including ASB, Crime and Policing Act 2014</p> <p>An understanding of GDPR and FOIs</p>	<p><b>Knowledge</b></p> <p>In-depth knowledge of strategies used for managing tenancy breaches in relation to ASB</p> <p>Understanding of approaches to achieve community cohesion</p>	<p><b>Knowledge</b></p> <p>Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p>

<p><b>Experience</b></p> <p>Experience of working within a social housing environment</p> <p>Experience of accurately opening, maintaining, monitoring and closing cases on the housing management system</p> <p>Experience of working in a team and contributing to shared objectives</p>	<p><b>Experience</b></p> <p>Experience of engaging and collaborating with partners, coordinating multi-agency action and developing appropriate plans to tackle ASB</p> <p>Experience in investigation, evidence gathering and recording, including taking witness statements, and preparation/presentation of cases for enforcement action and lower-level interventions</p> <p>Experience of providing effective line management and coaching to the ASB apprentice</p>	<p><b>Experience</b></p> <p>Experience of proactive community engagement to tackle ASB hotspots within neighbourhoods</p> <p>Sound experience of engaging with the ASB improvement plan to realise improvements in Tenant Satisfaction Measures for ASB case handling</p> <p>Experience of pursuing legal actions and attending court as a Council witness</p>
<p><b>Skills</b></p> <p>Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p> <p>Proficient at using Microsoft packages such as word/Excel/PowerPoint</p> <p>Ability to provide meaningful feedback to staff to enhance performance and influence outcomes.</p> <p>Communication skills</p> <p>Supervision skills</p>	<p><b>Skills</b></p> <p>Ability to use Council ICT to accurately record case information, evidence and interactions, including CRM</p> <p>Ability to apply appropriate remedies, both legal and non-legal to manage ASB cases, selecting proportionate action and following advice and guidance where required for complex cases</p> <p>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</p> <p>Coaching skills</p>	<p><b>Skills</b></p> <p>Ability to analyse and interpret complex information and situations, developing solutions and plans with an innovative approach</p>

**Senior Tenancy Management Officer (PN: 16632) – Range 5**

See Job Profile for full duties.  
Main duties include:

To deliver comprehensive tenancy management services within a defined geographical area. Manage a team of up to 5 staff members, ensuring the smooth operation of the tenancy team and a commitment to continuously improving services for residents

The post holder will support the Tenancy Manager by embedding the Council’s strategic priorities, adapting to resident feedback, and responding to changes in regulatory requirements. Through proactive leadership and partnership working, the postholder will play a pivotal role in shaping vibrant, well-managed communities

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 5A:</b>	<b>Requirements at this level in addition to level 5A and 5B:</b>
<p><b>Qualifications</b></p> <p>Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3</p> <p>Full UK driving licence and daily use of a car</p> <p>Willingness to work towards level 4 Chartered Institute of Housing qualification</p>	<p><b>Qualifications</b></p> <p>Completion of role specific training as identified in the HRA training matrix</p>	<p><b>Qualifications</b></p> <p>Completion of level 4 Chartered Institute of Housing qualification</p> <p>Evidence of continued professional development</p>

<p><b>Knowledge</b></p> <p>A good understanding of Housing legislation relating to secure tenants</p> <p>Knowledge of welfare and benefits</p> <p>Knowledge of safeguarding principles</p> <p>Understanding of GDPR and information sharing guidelines</p>	<p><b>Knowledge</b></p> <p>In depth understanding of strategies for managing tenancy breaches</p> <p>Understanding of social value initiatives and approaches to neighbourhood development</p> <p>Good housing systems knowledge</p> <p>An understanding of stakeholder management</p>	<p><b>Knowledge</b></p> <p>Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
<p><b>Experience</b></p> <p>Experience of working in a tenancy/housing management role</p> <p>Experience of leading a team to achieve shared objectives</p> <p>Familiarity with housing management systems and processes</p>	<p><b>Experience</b></p> <p>Effectively supervise staff members, delegate tasks and ensure performance expectations are met</p> <p>Experience of building productive relationships with stakeholders to resolve complex issues and support residents</p> <p>Experience of carrying out regular tenancy audits capturing information, recording vulnerabilities and identifying cases of tenancy fraud</p> <p>Experience of working in partnership to shape the community</p> <p>Experience of responding to changes in legislative requirements</p> <p>Experience of actively analysing feedback from residents and responding back to them</p>	<p><b>Experience</b></p> <p>Drive service improvements, introducing innovations and enhancing tenant satisfaction</p> <p>Contribute to service strategies, setting team objectives aligned with broader goals</p>
<p><b>Skills</b></p> <p>Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p> <p>Proficient at using Microsoft packages such as word/Excel/PowerPoint</p> <p>Ability to provide meaningful feedback to staff to enhance performance and influence outcomes.</p> <p>Communication skills</p> <p>Analytical skills</p>	<p><b>Skills</b></p> <p>Effective line management skills, applying Council policies and procedures to support staff members</p> <p>Ability to make informed, fair and effective decisions on tenant issues - independently, using own initiative</p> <p>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</p>	<p><b>Skills</b></p> <p>Problem solving and creative ability</p> <p>Ability to apply housing sector knowledge to drive innovation</p> <p>Ability to identify opportunities for staff development and coach/mentor them</p>

**Tenancy Manager (PN: 12128) – Range 6**

See Job Profile for full duties.

Main duties include:

To direct the day-to-day operations of the tenancy team, providing a comprehensive housing service for HRA tenancy management, tenancy sustainment and anti-social behaviour.

The postholder will monitor and evaluate the service to ensure compliance with statutory requirements and the adoption of best practice approaches. Additionally, they will develop and maintain effective working relationships with partner agencies and foster a culture of collaborative working to achieve the best outcomes for residents

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 6A:</b>	<b>Requirements at this level in addition to level 6A and 6B:</b>
<p><b>Qualifications</b> Level 6 qualification – e.g. Degree Apprenticeship, Graduate Diploma</p> <p>Full UK driving licence with daily access to a car for work</p>	<p><b>Qualifications</b> Completion of role specific training as identified in the HRA training matrix</p>	<p><b>Qualifications</b> Completion of level 4 Chartered Institute of Housing qualification</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b> Proven knowledge of tenancy and housing management and its requirements and guidelines and legislation, including safeguarding and health and safety</p> <p>Understanding of GDPR and information sharing guidelines</p> <p>Comprehensive knowledge of housing legislation relating to secure tenants</p> <p>Comprehensive knowledge and application of equal opportunities, responding positively to individual needs and circumstances</p> <p>Comprehensive understanding of social issues that may affect tenants such as poverty, isolation and domestic abuse</p>	<p><b>Knowledge</b> Working knowledge of policies, procedures and risk assessments relevant to the role with in-depth knowledge of Regulatory standards in housing and their practical application</p> <p>In-depth understanding of strategies to manage tenancy breaches</p> <p>In-depth understanding of social value initiatives and approaches to neighbourhood development</p> <p>Knowledge and understanding of performance management</p> <p>An understanding of stakeholder management</p>	<p><b>Knowledge</b> Knowledge of applying procedural knowledge to develop creative solutions and plans for service improvements</p> <p>Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
<p><b>Experience</b> Experience of effectively managing a multi-disciplinary team including tenancy management</p> <p>Experience managing complex tenancy management cases, applying a variety of different methods to achieve positive outcomes</p>	<p><b>Experience</b> Experience of developing and sustaining successful and productive interagency working for the benefit of all residents</p> <p>Experience and sound understanding of finances and budget systems</p> <p>Experience of developing objective plans to meet the needs of the service, setting realistic targets and developing ways of using information for solutions</p>	<p><b>Experience</b> Experience of identifying opportunities to implement change within the service, developing sound business proposals which clearly set out rationale, methodology, supporting data and intended outcomes</p>
<p><b>Skills</b> Excellent ICT skills including Microsoft Office packages and experience of housing management systems</p> <p>Ability to build effective working relationships with colleagues and stakeholders, collaborating and acting on advice given by subject matter experts to improve services where appropriate</p> <p>Accurate record keeping, uses appropriate methods to communicate and record interactions and the decision-making process</p>	<p><b>Skills</b> Analytical skills to interpret complex information and situations</p> <p>Ability to manage own workload and that of the team, prioritising effectively</p> <p>Ability to complete tasks appropriate to grade with ability to delegate effectively, ensuring the team responds to requests within acceptable timeframes</p>	<p><b>Skills</b> Developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences</p> <p>Ability to utilise change management and project management skills to create plans which are focussed on meeting service requirements. foster a culture of continuous improvement by and a proven track record in the successful development and implementation of</p>

Good communication skills	Ability to motivate the team, linking their development to service requirements  Empowers the team and trusts them to deliver outputs, fostering a culture of transparency	fundamental improvement/change programmes, ensuring plans are focussed and meet service requirements
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## Income and Leasehold Management

### Housing Income Apprentice (PN: 9621) – Apprentice Grade

See Job Profile for full duties.

Main duties include:

To learn and develop the skills to work with various teams in delivering services to Medway Council residents.

To develop a wide range of skills and experience in all aspects of housing

#### Level 2 Intermediate Apprenticeship

#### Level 3 Advanced Apprenticeship

#### Level 4 Higher Apprenticeship

See Job Profile for full duties.

Main duties include:

Apprenticeships are a mixture of 'on' and 'off' the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.

You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion

### Income Arrears Assistant (PN:11386) – Range 2

(Role sits within the Business Support job family)

See Job Profile for full duties.

Main duties include:

To provide a range of general administrative duties to support service delivery.

#### Level A (Developing)

#### Level B (Practising)

#### Level C (Accomplished)

#### Requirements at this level:

#### Requirements at this level in addition to level 2A:

#### Requirements at this level in addition to level 2A and 2B:

#### Qualifications

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

#### Qualifications

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

#### Qualifications

Working towards Level 3 in Business Administration.

Evidence of ongoing continuous professional development

<p><b>Knowledge</b> An awareness and understanding of confidentiality and data protection procedures</p> <p>An awareness of the service area An awareness of equality, diversity and inclusion</p>	<p><b>Knowledge</b> An awareness of policies and legislation relevant to the service</p> <p>A good understanding of the procedures and practices relevant to the service area and own area of work</p>	<p><b>Knowledge</b> A understand of GDPR legislation and best practice in relation to information sharing</p>
<p><b>Experience</b> Experience of providing administrative support to a team</p> <p>Experience of undertaking routine data entry with care and accuracy</p>	<p><b>Experience</b> Experience of supporting with multiple copies of documents, using photocopier</p> <p>Experience of dealing with confidential and sensitive data</p>	<p><b>Experience</b> Experience of analysing information and considering alternative solutions</p> <p>Experience of providing a comprehensive administrative and/or customer support service</p> <p>Experience of updating records on electronic or hard copy filing systems</p>
<p><b>Skills</b> Ability to use Microsoft Word, Excel, Teams and Outlook</p> <p>Effectively exchange basic information, both orally and in writing</p> <p>Ability to maintain confidentiality at all times</p>	<p><b>Skills</b> Ability to organise and prioritise workload to achieve deadlines</p> <p>Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important</p>	<p><b>Skills</b> Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders</p> <p>Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems</p> <p>Ability to input data, where care, accuracy, confidentiality and security are important</p>

### Income and Arrears Officer (PN: 3227) – Range 4

See Job Profile for full duties.

Main duties include:

To develop and maintain effective relationships with tenants within a defined geographical area, encouraging their cooperation in paying their rent and preventing arrears.

The postholder will monitor rent accounts in detail, taking appropriate actions in line with the Council's income collection policy and procedures. The role also involves working collaboratively with other agencies and services to provide support and ensure residents receive the assistance they need

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<p><b>Requirements at this level:</b></p>	<p><b>Requirements at this level in addition to level 4A:</b></p>	<p><b>Requirements at this level in addition to level 4A and 4B:</b></p>
<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p> <p>Full UK driving licence and daily use of a car</p>	<p><b>Qualifications</b> Completion of role specific training as identified in HRA training matrix</p>	<p><b>Qualifications</b> Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role</p> <p>Evidence of continued professional development</p>

<p><b>Knowledge</b></p> <p>A good understanding of housing legislation relating to secure tenants</p> <p>Knowledge of welfare and benefits</p> <p>Knowledge of safeguarding principles</p> <p>An awareness of GDPR legislation and best practice in relating to information sharing</p>	<p><b>Knowledge</b></p> <p>An in depth understanding of strategies used to manage rent collection</p> <p>In depth knowledge relating to support agencies, enabling effective signposting</p>	<p><b>Knowledge</b></p> <p>Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p>
<p><b>Experience</b></p> <p>Experience of working in a social housing setting</p> <p>Experience of working in a team and contributing to shared objectives</p> <p>Familiarity with housing management systems and processes</p>	<p><b>Experience</b></p> <p>Build productive relationships with stakeholders to resolve complex issues and support residents</p> <p>Experience with identifying potential problems and taking appropriate action</p> <p>Experience of actively contributing to change programmes and offering input to shape decisions</p> <p>Experience of carrying out regular tenancy audits capturing information, recording vulnerabilities and identifying cases of tenancy fraud</p>	<p><b>Experience</b></p> <p>Drive service improvements across the patch, reducing arrears to levels which exceed the targets set</p> <p>Evidence of proactive resident engagement campaigns with the objective of maximising income for defined groups</p> <p>Experience of pursuing legal actions and representing the Council in court</p>
<p><b>Skills</b></p> <p>Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p> <p>Proficient at using Microsoft packages such as word/Excel/PowerPoint</p> <p>Communication skills</p>	<p><b>Skills</b></p> <p>Ability to apply Council policies and processes when making decisions on income and arrears related issues</p> <p>Ability to use Council ICT to accurately record resident information and interactions, including CRM</p> <p>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</p>	<p><b>Skills</b></p> <p>Evidence of problem solving and creative ability</p> <p>Evidence of proactively managing the patch, considering the bigger picture</p>

### Housing Rents Officer (PN: 12415) – Range 4

See Job Profile for full duties.

Main duties include:

Lead the delivery of an efficient and effective financial rent accounting service, managing approximately £15 million for the Council’s housing stock.

The role will advise the business on the maintenance, control and reconciliation of financial transaction data and practice and support critical financial functions of the business such as financial reconciliation, rent account management, and reporting

**Level A (Developing)**

**Level B (Practising)**

**Level C (Accomplished)**

**Requirements at this level:**

**Requirements at this level in addition to level 4A:**

**Requirements at this level in addition to level 4A and 4B:**

<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p>	<p><b>Qualifications</b> Completion of role specific training as identified on the HRA training matrix</p>	<p><b>Qualifications</b> Completion of level 3 Chartered Institute of Housing qualification  Evidence of continued professional development</p>
<p><b>Knowledge</b> Understanding of financial rent accounting and income management</p>	<p><b>Knowledge</b> Working knowledge of NEC housing database and its role in income management  Working knowledge of the wider impact of the role on the business and other council systems.</p>	<p><b>Knowledge</b> Expert knowledge of the NEC database with the ability to manage and optimise its use.  Evidence of supporting the business with knowledge of financial controls, rent accounting or rent setting.</p>
<p><b>Experience</b> Familiarity with housing management databases or similar financial system  Familiarity with following financial procedures, ensuring accurate data entry</p>	<p><b>Experience</b> Experience in financial rent accounting, including managing transactions and reconciliations  Experience in setting and maintaining rents in accordance with policies and regulations  Experience of managing and updating ICT systems related to housing rents  Experience of handling complex administrative tasks, including year-end processes and statistical returns  Experience of activities around managing fund sources such as DWP and Universal Credit</p>	<p><b>Experience</b> Experience of leading audits, presenting system improvements through the housing change advisory board and or advise senior management on financial rent matters.</p>
<p><b>Skills</b> Strong attention to detail for processing transactions accurately  Able to use Microsoft packages such as Word, Excel and PowerPoint  Ability to communicate effectively with stakeholders  Good investigative skills</p>	<p><b>Skills</b> Ability to produce ad-hoc reports and interpret financial data for decision making  Strong analytical skills to identify trends and ensure financial accuracy  Ability to build productive relationships with external partners</p>	<p><b>Skills</b> Strong analytical skills to raise improvements to our financial systems and/or the housing service.</p>

### Leasehold and Right To Buy Officer (PN: 7554) – Range 4

See Job Profile for full duties.

Main duties include:

To deliver a comprehensive leasehold management service to Council leaseholders, ensuring effective service charge calculation, collection and arrears recovery.

The role also involves responding to customer enquiries related to the Right To Buy, land sales, council home buybacks, and service charges. Additionally, the postholder processes Right To Buy and land sale applications from initial enquiry to completion

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<b>Qualifications</b> 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	<b>Qualifications</b> Completion of role specific training as identified in the HRA training matrix	<b>Qualifications</b> Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role  Evidence of continued professional development
<b>Knowledge</b> A good understanding of housing legislation in relation to leaseholders  A good understanding of Right To Buy legislation  Working knowledge of service charges	<b>Knowledge</b> Sound understanding of Section 20 consultations  In-depth knowledge of strategies used to manage rent collection	<b>Knowledge</b> Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement
<b>Experience</b> 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	<b>Experience</b> Experience of preparing service charge accounts  Experience of working with residential leases  Build productive relationships with stakeholders to resolve complex issues and support residents  Experience with identifying potential problems and taking appropriate action	<b>Experience</b> Experience of working proactively to engage leaseholders and make improvements to service delivery  Experience of successful arrears management, exceeding local targets set
<b>Skills</b> Honed relationship management and interpersonal skills  Effective prioritisation of tasks and ability to meet deadlines  Able to use Microsoft packages such as Word, Excel and PowerPoint  Ability to communicate effectively with stakeholders  Good organisational skills	<b>Skills</b> Ability to apply Council policies and processes when making decisions on leasehold and Right To Buy related 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	<b>Skills</b> Ability to independently problem solve with creative ability  Ability to proactively engage with leaseholders, considering the bigger picture

### Tenancy Sustainment Officer – Income (PN: 10650) – Range 4

See Job Profile for full duties.

Main duties include:

To support Medway Council tenants by providing advice and guidance on mitigating the impacts of welfare reforms, particularly Universal Credit, and addressing income shortfalls. This includes offering financial education, promoting income maximisation, and assisting tenants with under-occupation charges or alternative accommodation moves

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p> <p>Full UK driving licence and daily use of a car</p>	<p><b>Qualifications</b> Completion of role specific training as identified in the HRA training matrix</p>	<p><b>Qualifications</b> Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b> A good understanding of Housing legislation relating to secure tenants</p> <p>In-depth knowledge of welfare benefits such as universal credit, housing benefit and council tax support</p> <p>Knowledge and understanding of safeguarding principles</p> <p>Awareness of how issues such as domestic abuse, mental health and substance misuse can affect residents</p>	<p><b>Knowledge</b> Knowledge of local support services, charities and agencies, including how to signpost residents to appropriate help. Includes awareness of pathways to access employment, education and training</p> <p>Familiarity with financial inclusion, budgeting advice and available grants or discretionary funding</p>	<p><b>Knowledge</b> Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p>
<p><b>Experience</b> Experience of working in a social housing setting</p> <p>Experience of working within a team and contributing to shared objectives</p> <p>Familiarity with housing management systems and processes</p>	<p><b>Experience</b> Build productive relationships with stakeholders to resolve complex issues and support residents</p> <p>Experience of identifying potential problems and taking appropriate action</p> <p>Experience of actively contributing to change programmes and offering input to shape decisions</p>	<p><b>Experience</b> Evidence of driving improvements across the service, enhancing resident satisfaction and reducing evictions</p> <p>Evidence of taking a proactive approach to tenancy sustainment, using innovation in engagement activities and campaigns</p> <p>Experience of using available data in the Low Income Family Tracker (LIFT) to create proactive plans and target interventions</p>
<p><b>Skills</b> Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p> <p>Able to use Microsoft packages such as Word, Excel and PowerPoint</p> <p>Ability to communicate effectively with stakeholders</p>	<p><b>Skills</b> Ability to apply Council policies and processes when making decisions on tenant issues</p> <p>Ability to use Council ICT to accurately record cases and interactions, including CRM</p> <p>Ability to formulate clear and effective action plans for residents which enable tenancy sustainment</p> <p>Excellent customer care skills, with experience of adapting services, where possible, to meet resident needs and can take the initiative to work with other agencies where necessary</p>	<p><b>Skills</b> Ability to independently problem solve with creative ability</p>

**Senior Income and Arrears Officer (PN: 16633) – Range 5**

See Job Profile for full duties.

Main duties include:

Build and maintain strong working relationships with residents in a defined geographical area, fostering their cooperation in paying their rent and preventing arrears.

The postholder will monitor rent accounts in detail, taking appropriate actions in line with the Council's income collection policy and procedures. The role also involves working collaboratively with other agencies and services to provide support and ensure residents receive the assistance they need

Manage a team of up to 5 members of staff, ensuring the smooth operation of the income collection team.

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 5A:</b>	<b>Requirements at this level in addition to level 5A and 5B:</b>
<p><b>Qualifications</b>            Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3</p> <p>Full UK driving licence and daily access to a car</p> <p>Willingness to work towards level 4 Chartered Institute of Housing qualification</p>	<p><b>Qualifications</b>            Completion of role specific training as identified in the HRA training matrix</p>	<p><b>Qualifications</b>            Completion of level 4 Chartered Institute of Housing qualification</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b>            A good understanding of housing legislation relating to secure tenants</p> <p>Knowledge of welfare and benefits</p> <p>Knowledge of safeguarding principles</p>	<p><b>Knowledge</b>            An in depth understanding of strategies used to manage rent collection</p> <p>In depth knowledge relating to support agencies, enabling effective signposting</p> <p>Good housing systems knowledge</p>	<p><b>Knowledge</b>            Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
<p><b>Experience</b>            Experience of working in an income collection role.</p> <p>Experience of leading a team to achieve shared objectives</p> <p>Familiarity with housing management systems and processes</p>	<p><b>Experience</b>            Effectively supervise staff members, delegate tasks and ensure performance expectations are met</p> <p>Experience of building productive relationships with stakeholders to resolve complex issues and support residents</p> <p>Experience of carrying out regular tenancy audits capturing information, recording vulnerabilities and identifying cases of tenancy fraud</p>	<p><b>Experience</b>            Drive service improvements, introducing innovation and enhance the resident experience</p> <p>Contribute to service strategies, setting team objectives aligned with broader goals</p>
<p><b>Skills</b>            Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p> <p>Proficient at using Microsoft packages such as word/Excel/PowerPoint</p>	<p><b>Skills</b>            Effective line management skills.</p> <p>Ability to make informed, fair and effective decisions on income related issues</p>	<p><b>Skills</b>            Problem solving and creative ability</p> <p>Ability to apply housing sector knowledge to drive innovation</p> <p>Ability to identify opportunities for staff development</p>

Ability to provide meaningful feedback to staff to enhance performance and influence outcomes.	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	
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**Income and Leasehold Manager (PN: 10629) – Range 6**

See Job Profile for full duties.  
Main duties include:

To direct the day-to-day operations of the income and leaseholder team, providing a comprehensive housing service for HRA income collection, tenancy sustainment, leaseholders and Right to Buy applications.

The postholder will monitor and evaluate the service to ensure compliance with statutory requirements and the adoption of best practice approaches. Additionally, they will develop and maintain effective working relationships with partner agencies and foster a culture of collaborative working to achieve the best outcomes for residents. The role requires consultation with and the involvement of residents to inform an effective and efficient, resident led service

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 6A:</b>	<b>Requirements at this level in addition to level 6A and 6B:</b>
<p><b>Qualifications</b> Level 6 qualification – e.g. Degree Apprenticeship, Graduate Diploma</p> <p>Full UK driving licence with daily access to a car for work</p>	<p><b>Qualifications</b> Completion of role specific training as identified on the HRA training matrix</p>	<p><b>Qualifications</b> Completion of CIH level 4 qualification</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b> Knowledge of housing, council tax and other welfare benefits administration and legislation</p> <p>Understanding of the problems faced by households rent arrears, and particularly those from disadvantaged groups</p> <p>Understanding of GDPR and information sharing guidelines</p> <p>Comprehensive knowledge of housing legislation and statutory requirements relating to secure tenants</p> <p>Comprehensive knowledge and application of equal opportunities, responding positively to individual needs and circumstances</p> <p>Comprehensive understanding of social issues that may affect tenants such as poverty, isolation and domestic abuse</p>	<p><b>Knowledge</b> Knowledge and understanding of performance management</p> <p>Knowledge of Right to Buy and leaseholder legislation and management</p> <p>Working knowledge of policies, procedures and risk assessments relevant to the role</p> <p>In-depth knowledge of Regulatory standards in housing and their practical application</p>	<p><b>Knowledge</b> Evidence of applying procedural knowledge to develop creative solutions and plans for service improvement</p> <p>Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
<p><b>Experience</b> Experience of leading a multi-disciplinary team including income collection</p> <p>Experience of managing high level rent arrears cases and a comprehensive understanding of the court process</p>	<p><b>Experience</b> Experience of preparing and validating statistical information</p> <p>Experience of preparing budgets, highlighting anomalies and accurate forecasting</p>	<p><b>Experience</b> Evidence of identifying opportunities to implement change within the service, developing sound business proposals which clearly set out rationale, methodology, supporting data and intended outcomes</p>

Experience of Housing Management systems	Develop objective plans to meet the needs of the service, setting realistic targets and developing ways of using information for solutions  Experience of developing and sustaining successful and productive interagency working for the benefit of all residents	
<b>Skills</b> Excellent ICT skills including Microsoft Office packages  Ability to build effective working relationships with colleagues and stakeholders, collaborating and acting on advice given by subject matter experts to improve services where appropriate  Accurate record keeping, uses appropriate methods to communicate and record interactions and the decision-making process	<b>Skills</b> Analytical skills to interpret complex information and situations  Ability to manage own workload and that of the team, prioritising effectively  Ability to complete tasks appropriate to grade with ability to delegate effectively, ensuring the team responds to requests within acceptable timeframes  Ability to motivate the team, linking their development to service requirements  Empowers the team and trusts them to deliver outputs, fostering a culture of transparency	<b>Skills</b> Developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences  Ability to foster a culture of continuous improvement and a proven track record in the successful development and implementation of fundamental improvement/change programmes, ensuring plans are focussed and meet service requirements

**Tenant Services Operations Manager (PN: 11965) – Range 7**

See Job Profile for full duties.  
Main duties include:

To oversee the day-to-day operational management of the Tenant Services team, including neighbourhood services, tenancy management, income and leasehold and homes for independent living.

The postholder will manage key contracts such as the HRA cleaning contract and the grounds maintenance contracts, ensuring they meet specifications and adhere to key performance indicators through regular operational and strategic meetings. Additionally, the role includes budget oversight, compliance with housing legislation and contribution to service plans while providing effective team management and covering for other managers when necessary.

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 7A:</b>	<b>Requirements at this level in addition to level 7A and 7B:</b>
<b>Qualifications</b> Level 6 qualification – e.g. Degree Apprenticeship, Graduate Diploma  Full UK driving licence with daily use of a vehicle	<b>Qualifications</b> Completion of role specific training as identified in the HRA training matrix	<b>Qualifications</b> Completion of CIH level 4 qualification  Evidence of continued professional development
<b>Knowledge</b> Comprehensive overview of current issues within the housing sector, and best practice methodologies	<b>Knowledge</b> Understanding of service charging and consultation requirements, providing coaching support to the team where necessary	<b>Knowledge</b> Thorough knowledge and understanding of the legal and statutory framework related to housing, proactively seeking to keep updated through sector events

<p>Excellent working knowledge of housing legislation and policy, including Regulatory standards</p> <p>Proven knowledge of tenancy and housing management and its requirements and guidelines, including equal opportunities, safeguarding and health and safety</p> <p>Understanding of GDPR and information sharing guidelines</p> <p>Comprehensive understanding of social issues that may affect tenants such as poverty, isolation and domestic abuse</p> <p>Overview of the benefits and welfare system, and housing related support, keeping updated with legislative changes through subscriptions to sector news</p> <p>Knowledge of contract management and holding providers to account</p> <p>High level understanding of issues faced by households, particularly those from disadvantaged groups, continuously updating this knowledge by attending appropriate forums with other sector professionals</p>	<p>Knowledge and understanding of performance management and strategies to manage complex situations</p> <p>Working knowledge of policies, procedures and risk assessments relevant to the role</p> <p>In-depth understanding of neighbourhood management, including strategies to manage tenancy breaches and approaches to neighbourhood development improvement plans</p> <p>In-depth understanding of social value initiatives and approaches to neighbourhood development</p>	<p>Evidence of applying procedural knowledge to develop creative solutions and plans for service improvement</p> <p>Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
<p><b>Experience</b></p> <p>Experience of working at a senior level within a social housing environment and a proven track record in delivering frontline operational services</p> <p>Experience of managing dispersed, frontline teams delivering a range of services</p>	<p><b>Experience</b></p> <p>Proficiency in budget management and analysing financial management information</p> <p>Development of innovative performance monitoring regimes, providing practical and coaching support to managers</p> <p>Experience of COSHH and risk assessments</p> <p>Experience of successfully managing operational services to deliver set outcomes and achieve targets</p> <p>Experience of effectively managing staff members and applying Council policies and procedures such as supporting employee attendance and performance issues</p>	<p><b>Experience</b></p> <p>Evidence of fostering a culture of continuous improvement, including successfully developing and implementing improvement/change programmes, ensuring business plans are focussed and meet service requirements</p> <p>Evidence of proactively identifying areas of underperformance and developing plans to address slippage and realise improved outcomes</p>
<p><b>Skills</b></p> <p>Excellent ICT skills including Microsoft office packages and experience of using housing management systems to manage and monitor workloads</p> <p>Ability to build effective working relationships with colleagues and stakeholders, collaborating and acting on advice from subject matter experts where appropriate</p> <p>Excellent record keeping and document management, employing appropriate methods to record and monitor interactions and the decision-making process</p>	<p><b>Skills</b></p> <p>Excellent communication, negotiation, consultation and influencing skills tailored to meet the needs of a wide range of audiences and stakeholders</p> <p>Financial planning and budget management, including forecasting</p> <p>Analytical skills to interpret complex information and situations. Ability to use these skills to present plans and cases to improve services</p>	<p><b>Skills</b></p> <p>Ability to develop service objectives from strategy, motivating teams to instigate change</p> <p>Ability to use a range of information on future trends to set measurable performance objectives and inform strategic thinking to meet future needs of the service</p> <p>Developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences</p>

<p>Ability to lead the team, fostering a culture of transparency, trust and collaboration. Challenging positively when standards are not met</p>	<p>Ability to manage own workload and that of the team, prioritising effectively.</p> <p>Ensures that team members are carrying out tasks appropriate to their grade. Sets the operational priorities and ensures they are adhered to</p> <p>Ability to motivate the team, linking their development to service requirements. Ensures that equal opportunities are embedded throughout the teams by all managers</p> <p>Able to make informed and timely decision using a range of sources and employing an ethical framework</p>	<p>Ability to foster a culture of continuous improvement and a proven track record in the successful development and implementation of fundamental improvement/change programmes, ensuring plans are focussed and meet service requirements</p>
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## HOMES FOR INDEPENDANT LIVING

### Scheme Support Officer (PN:11967) – Range 3

See Job Profile for full duties.  
Main duties include:

To deliver exceptional management services to residents in Homes For Independent Living Schemes.

Scheme Support Officers play a crucial role in enabling residents to live independently, whether or not they have a care package, and in helping them maintain their tenancies. They promote resident’s wellbeing through regular welfare checks and effectively collaborate with care management, community and nursing staff, the Medway helpline, GPs, and other organisations or stakeholders.

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 3A:</b>	<b>Requirements at this level in addition to level 3A and 3B:</b>
<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ etc</p> <p>To have a full UK driving license and daily use of a car for work</p>	<p><b>Qualifications</b> Completion of role specific training as identified on the HRA training matrix</p>	<p><b>Qualifications</b> Working towards a relevant Health and Social Care qualification, for example an adult care diploma.</p> <p>Evidence of continued professional development</p>
<p><b>Knowledge</b> Knowledge and understanding of social issues affecting older people e.g. social isolation, health concerns</p>	<p><b>Knowledge</b> A comprehensive working knowledge of the broader activities of the service</p>	<p><b>Knowledge</b> An overview of management practices in relation to sheltered accommodation</p>

<p>An awareness of GDPR legislation and best practice in relating to information sharing</p> <p>A good understanding of relevant policies and procedures in own area of work</p>	<p>A working knowledge of how each HFIL scheme operates and is managed</p>	
<p><b>Experience</b></p> <p>A minimum of two years' experience working within a supportive role</p> <p>Experience of interacting with older people</p>	<p><b>Experience</b></p> <p>Experience of adapting services, where possible, to meet resident's needs</p> <p>Experience of dealing with confidential and sensitive data</p> <p>Experience of taking the initiative to work with other agencies where necessary to achieve a positive outcome</p> <p>Experience of Fire and Health &amp; Safety risk assessments and evacuation procedures ensuring all control measures are in place and applied</p> <p>Experience of monitoring contracts to ensure they are being adhered to</p>	<p><b>Experience</b></p> <p>Experience of stakeholder management</p> <p>Experience of proactive support planning and engaging with partners and residents</p> <p>Experience of coaching/supporting others in their role</p>
<p><b>Skills</b></p> <p>Ability to use Microsoft Word, Excel, Teams and Outlook</p> <p>Ability to organise and prioritise workload to achieve deadlines</p> <p>Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders</p> <p>Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems</p> <p>Ability to develop and maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important</p> <p>Ability to maintain confidentiality at all times</p> <p>Excellent customer care skills</p>	<p><b>Skills</b></p> <p>Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation</p> <p>The ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands</p>	<p><b>Skills</b></p> <p>Ability to monitor staff and contractors effectively</p> <p>Ability to model high levels of professionalism and promote a culture of professional standards</p> <p>Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working</p>

**Senior Scheme Support Officer (PN: 15989) – Range 4**

See Job Profile for full duties.  
Main duties include:

Assisting in the day-to-day operational management of the Homes for Independent Living service, including continuous service improvement to ensure efficient and effective delivery and monitoring of contractors when on site.

The postholder will have direct line management of the HFIL team, will monitor and evaluate the service to ensure compliance with statutory requirements and the adoption of best practice approaches

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<p><b>Qualifications</b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p> <p>Completion of a relevant Health and Social Care qualification, for example a diploma in adult care at least level 2</p> <p>To have a full UK driving license and daily use of a car for work</p>	<p><b>Qualifications</b> Achievement of internal management training</p> <p>Completion of role specific training as identified on the HRA training matrix</p>	<p><b>Qualifications</b> Evidence of continued professional development</p>
<p><b>Knowledge</b> Working knowledge of adult social care, to include social isolation</p> <p>A good understanding of Housing legislation for older people</p> <p>Knowledge of safeguarding principles</p>	<p><b>Knowledge</b> Knowledge of engagement activities and initiatives</p> <p>A comprehensive knowledge of HFIL Services</p> <p>Knowledge of HFIL systems such as call systems, telecare devices and fire alarms</p>	<p><b>Knowledge</b> A good understanding of Housing legislation regarding various tenure types</p>
<p><b>Experience</b> Experience of stakeholder management Proven track record of working with older people</p> <p>Experience of supervision of contractors or staff</p>	<p><b>Experience</b> Effectively managed staff and to delegate tasks and ensure targets are met</p> <p>Experience of reviewing policies and procedures to ensure effective and efficient service delivery</p> <p>Experience of carrying out routine checks on HFIL systems ensuring their effectiveness as contributing to the health, safety and wellbeing of tenants</p> <p>Experience of proactively identifying routine repairs and maintenance issues whilst on site to promote safe and healthy living conditions</p>	<p><b>Experience</b> Evidence of strategic planning and aligning team objectives with broader goals</p> <p>Experience of managing change and to drive service improvements</p>
<p><b>Skills</b> Ability to manage / supervise staff and contractors effectively</p> <p>Ability to model high levels of professionalism and promote a culture of professional standards</p> <p>Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working</p> <p>Good interpersonal and communication skills, engaging with residents to avoid social isolation</p> <p>Ability to use Microsoft Word, Excel, Teams and Outlook</p> <p>Excellent customer care skills</p> <p>Ability to maintain confidentiality at all times</p>	<p><b>Skills</b> The ability to make informed and fair decisions on tenant issues</p> <p>Competent in dealing with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands</p>	<p><b>Skills</b> Evidence of problem solving and creative ability</p> <p>Identifies opportunities for staff development and progression</p>

