

Housing ICT, Systems and Data Team

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Data and Insight Officer (PN:16299)	Range 3	A CIH recognised professional qualification OR a recognised data analysis/insight qualification	<p>See Job Profile for full duties. Main duties include:</p> <p>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.</p>	<p>Requirements at this level:</p>	<p>Requirements at this level in addition to level 3A:</p>	<p>Requirements at this level in addition to level 3A and 3B:</p>
				<p>Qualifications Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ etc</p>	<p>Qualifications Completion of role specific training as identified on the HRA tenant services training matrix</p>	<p>Qualifications Level 3 Chartered Institute of Housing recognised qualification or equivalent qualification related to the role e.g. NVQ3 data science</p> <p>Evidence of continued professional development</p>
				<p>Knowledge 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>Knowledge A comprehensive working knowledge of the broader activities of the service</p> <p>A good understanding of Regulatory standards for landlords</p>	<p>Knowledge An understanding of strategies used to drive continuous improvement</p> <p>An understanding of resident engagement strategies</p>
				<p>Experience Experience of providing a comprehensive support service</p> <p>Experience of analysing data</p>	<p>Experience 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 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 stakeholder engagement</p>
				<p>Skills Ability to use Microsoft packages including Excel, Word and PowerPoint</p> <p>Strong analytical skills with attention to detail</p> <p>Ability to organise and prioritise workload to meet deadlines</p>	<p>Skills 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</p>	<p>Skills 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>

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Housing Finance Officer (PN:14368)	Range 3	A CIH recognised professional qualification OR finance/administration qualification	<p>See Job Profile for full duties. Main duties include:</p> <p>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.</p>	<p>Requirements at this level:</p>	<p>Requirements at this level in addition to level 3A:</p>	<p>Requirements at this level in addition to level 3A and 3B:</p>
				<p>Qualifications 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 equivalent</p>	<p>Qualifications Level 3 in Business Administration or equivalent qualification</p> <p>Completion of role specific training as identified on the HRA tenant services training matrix</p>	<p>Qualifications Evidence of ongoing continuous professional development</p>
				<p>Knowledge An awareness of GDPR legislation and best practice in relation to information sharing</p> <p>An awareness of the Councils financial regulations, guidelines and procedures</p> <p>A good understanding of relevant policies and procedures within landlord services</p>	<p>Knowledge A working knowledge of financial systems and basic accounting</p> <p>A comprehensive working knowledge of the broader activities of the service</p>	<p>Knowledge 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>Experience 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>Experience 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 Experience of confidently using specialist IT packages relevant to landlord services</p> <p>Experience of contributing to Freedom of Information requests</p>
				<p>Skills Ability to use Microsoft Word, Excel, Teams and Outlook</p>	<p>Skills Ability to interpret data and prepare reports as required, demonstrating precision and speed</p>	<p>Skills Ability to use own judgement and creativity to assess situations, solve</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 effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important</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>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>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Resident Engagement Officer (PN: 6815)	Range 4	A CIH recognised professional qualification	<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>	Requirements at this level:	Requirements at this level in addition to level 4A:	Requirements at this level in addition to level 4A and 4B:
				Qualifications 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	Qualifications Completion of role specific training as identified on the HRA tenant services training matrix	Qualifications Completion of level 3 Chartered Institute of Housing qualification or equivalent qualification in customer/community engagement Evidence of continued professional development
				Knowledge An understanding of community engagement principles and social inclusion Awareness of the Charter for Social Housing Residents, Social Housing White Paper and Consumer Standards Knowledge of tenant engagement practices and methods for consultation	Knowledge Good understanding of regulatory requirements, including consumer standards Knowledge of how to use data and insights to inform targeted tenant engagement strategies Awareness of diversity and inclusion issues, particularly regarding under-represented groups	Knowledge Extensive knowledge of best practices for community cohesion and social inclusion, including innovative and evidence-based approaches Advanced understanding of data analytics tools and techniques for tenant profiling and targeted engagement
				Experience Experience working with residents or communities in a customer-focussed or support based role	Experience Experience of delivering successful community engagement or social inclusion initiatives	Experience Significant experience in designing and leading high-impact community

				<p>Exposure to multi-agency working or partnership environments</p> <p>Involvement in delivering community projects or 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>engagement projects with measurable outcomes</p> <p>Evidence of mentoring and coaching colleagues to build capacity within the team</p>
				<p>Skills</p> <p>Good communication and interpersonal skills, with the ability to build relationships with residents and stakeholders</p> <p>Organisational and time management skills to coordinate engagement activities and events</p> <p>Data handle skills, including gathering and interpreting information to inform decision making</p>	<p>Skills</p> <p>Ability to design, implement, and monitor resident engagement programmes and evaluate their impact</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>Skills</p> <p>Ability to lead on strategic initiatives, aligning tenant engagement with corporate objectives and regulatory standards</p> <p>Advanced skills in engaging and mobilising hard-to-reach groups, using creative and inclusive consultation methods</p>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Resident Engagement Co-ordinator	Range 2	A CIH recognised professional qualification or recognised IT qualification	<p>See Job Profile for full duties.</p> <p>Main duties include:</p> <p>Providing a range of administrative duties to support the Resident Engagement Officer</p>	<p>Requirements at this level:</p> <p>Qualifications</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 use of a car</p>	<p>Requirements at this level in addition to level 4A:</p> <p>Qualifications</p> <p>Completion of role specific training as identified on the HRA tenant services training matrix</p>	<p>Requirements at this level in addition to level 4A and 4B:</p> <p>Qualifications</p> <p>Completion of level 2 Chartered Institute of Housing qualification or equivalent qualification in customer/community engagement</p> <p>Evidence of continued professional development</p>

				<p><u>Knowledge</u></p> <p>Knowledge of tenant engagement practices and methods for consultation</p> <p>Knowledge of common engagement methods such as surveys, forums, workshops, and digital platforms.</p> <p>Understanding of practical consultation techniques and how to gather and record feedback effectively.</p> <p>Basic awareness of the Charter for Social Housing Residents, Social Housing White Paper, and Consumer Standards, with an understanding of how these influence engagement activities.</p> <p><u>Experience</u></p> <p>Awareness of working with residents or communities in a customer-focused or support-based setting</p> <p>Understanding of multi-agency working or partnership approaches</p> <p>Interest in or exposure to community projects or initiatives</p> <p><u>Skills</u></p> <p>Good communication and interpersonal skills, with the ability to build relationships with residents and stakeholders</p> <p>Basic IT skills, including using Microsoft Office and digital platforms to support communication and engagement</p> <p>Willingness to learn about housing services, community development, and regulatory requirements</p>	<p><u>Knowledge</u></p> <p>An understanding of regulatory frameworks and compliance requirements, including consumer standards.</p> <p>Commitment to promoting diversity and inclusion, with a particular focus on supporting under-represented groups.</p> <p>Collect and analyse resident data and feedback to identify trends and service gaps.</p> <p><u>Experience</u></p> <p>Awareness of community engagement or social inclusion activities and an interest in supporting their delivery</p> <p>Basic understanding of how data can be used to inform engagement approaches</p> <p>Basic understanding of using data to support engagement activities and service improvements</p> <p><u>Skills</u></p> <p>Ability to assist with the delivery and monitoring of resident engagement activities and contribute to evaluating their impact</p> <p>Organisational skills to help coordinate tasks within projects and support resource planning</p> <p>Ability to work collaboratively within a team and contribute to shared goals</p> <p>Willingness to build positive working relationships with colleagues, service providers, and community partners</p>	<p><u>Knowledge</u></p> <p>Knowledge of approaches to building community cohesion and promoting social inclusion, with an understanding of practical and proven methods.</p> <p>Awareness of using data insight to develop and inform resident engagement</p> <p>Awareness of equality, diversity, and inclusion practices and why they matter in service delivery</p> <p><u>Experience</u></p> <p>Experience of supporting the delivery of community engagement activities and learn how projects achieve positive outcomes</p> <p>Organisational skills to manage own workload and meet deadlines under supervision</p> <p>Exposure to working with diverse Communities and an appreciation of the importance of reducing barriers to engagement</p> <p><u>Skills</u></p> <p>Ability to work proactively to support resident engagement programmes</p> <p>Ability to contribute to initiatives that support tenant engagement and learn how these align with corporate objectives and regulatory standards</p> <p>Interest in developing skills to engage and support hard-to-reach groups, using inclusive and creative consultation approaches under guidance</p>
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Job Title	Job Title	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Housing Business Systems Analyst (PN: 16303)	Range 4	A CIH recognised professional qualification or recognised IT qualification	<p>See Job Profile for full duties. Main duties include:</p> <p>To oversee and support the day-to-day running and management of housing ICT systems, ensuring their smooth operation and continuous improvement.</p>	Requirements at this level:	Requirements at this level in addition to level 4A:	Requirements at this level in addition to level 4A and 4B:
				Qualifications Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3	Qualifications An ICT qualification Level 3 or above or working towards Completion of role specific training as identified on the HRA tenant services training matrix	Qualifications Working towards professional development such as high level excel or Structured Query Language (SQL) training
				Knowledge A solid knowledge base of providing ICT service management in a housing environment An awareness of GDPR legislation and best practice in relation to information sharing	Knowledge A strong understanding of the functions of our housing management systems and how they can be used to meet the needs of the business Working towards advanced excel and foundation Structured Query Language (SQL) skills	Knowledge Applied knowledge of data analysis skills using advanced excel functions Applied specialist knowledge of NEC functionality
				Experience Experience of working in systems administration or comparable support role Experience of providing a first line support function in a housing ICT service	Experience Experience of working directly with a broad range of business leads to help them get the most out of IT systems Experience of utilising Structured Query Language (SQL) and advanced EXCEL functions to transform data	Experience Experience of mentoring junior members of staff in the area of systems use Experience of managing the operational running of housing management systems with minimal support
				Skills Excellent communication skills. An ability to explain complex issues in a way that is easy to understand Excellent organisational skills and attention to detail	Skills A professional curiosity approach to data quality, testing and system functionality Problem solving and creative ability Working towards advanced data analysis skills using advanced excel functionality	Skills Applied use of advanced Excel skills Applied use of Structured Query Language (SQL) data extraction and reporting tools Independent applied use of NEC knowledge in problem solving scenarios
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Data and Insight Manager (PN: 11144 & 11144A)	Range 5	A CIH recognised professional qualification with body membership	<p>See Job Profile for full duties. Main duties include:</p>	Requirements at this level:	Requirements at this level in addition to level 5A:	Requirements at this level in addition to level 5A and 5B:
				Qualifications Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3	Qualifications Completion of role specific training as identified on the HRA tenant services training matrix	Qualifications Completion of level 4 Chartered Institute of Housing qualification

			To provide efficient support to housing service managers, focussing on service improvements and preparing for inspections from the Regulator of Social Housing.	Willingness to work toward level 4 Chartered Institute of Housing qualification		Evidence of continued professional development
				<p>Knowledge A good understanding of Regulatory standards for landlords</p> <p>A working knowledge of Housing legislation</p>	<p>Knowledge An in-depth knowledge of strategies used to drive continuous improvement</p> <p>An in-depth knowledge of resident engagement strategies</p>	<p>Knowledge Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
				<p>Experience Experience of stakeholder engagement</p> <p>Experience of benchmarking performance</p>	<p>Experience 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>Experience 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>Skills 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>Skills 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>Skills 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>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Housing Service Improvement Manager (PN:16637)	Range 6	A CIH recognised professional qualification OR a recognised IT based professional qualification with body membership	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,	Requirements at this level:	Requirements at this level in addition to level 6A:	Requirements at this level in addition to level 6A and 6B:
				Qualifications Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3	Qualifications Completion of role specific training as identified on the HRA tenant services training matrix	Qualifications Chartered Institute of Housing Level 4 Information Technology Infrastructure Library (ITIL) foundation certified or working towards
				Knowledge	Knowledge	Knowledge Comprehensive understanding of housing policy and law, finance, customer

			user experience and decision making.	Advanced knowledge relating to workflow-based ICT including system administration functions Knowledge of the social housing sector	Foundation level understanding of IT Infrastructure Library (ITIL) service management framework Detailed knowledge of Medway's systems and technical infrastructure	engagement, strategic planning and ethics in housing
				Experience Experience of direct line management in a responsive housing context Experience of working in a service improvement role	Experience 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 Delivery of ICT upskilling across the service Evidence of strategic planning and aligning team objectives with broader goals
				Skills Relationship management and interpersonal skills Effective line management skills Advanced data analysis skill including advanced level excel	Skills Business process transformation skills Evidence of problem solving and creative ability Evidence of problem solving and creative ability.	Skills Use of best practice service management methodologies Evidence of applying housing sector knowledge to drive innovation
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Housing ICT Systems and Data Manager (PN: 10723)	Range 7	A CIH recognised professional qualification OR a recognised IT based professional qualification with body membership	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.	Requirements at this level:	Requirements at this level in addition to level 7A:	Requirements at this level in addition to level 7A and 7B:
				Qualifications Level 6 qualification – e.g. Degree Apprenticeship, Graduate Diploma	Qualifications Information Technology Infrastructure Library (ITIL) practice manager certified or working towards Completion of role specific training as identified on the HRA tenant services training matrix	Qualifications Completion of Chartered Institute of Housing level 4 qualification
				Knowledge 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	Knowledge 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	Knowledge Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing

				<p>Experience</p> <p>Experience of team management in an NEC applications environment</p> <p>Experience of managing a housing ICT support service</p> <p>Experience of building config/ Structured Query Language (SQL) to improve Housing services</p>	<p>Experience</p> <p>Experience of managing a support team with limited resources and conflicting priorities</p> <p>Experience of analysing data and systems to inform strategic decision making</p> <p>Experience of mapping out team targets in line with service plan with continued monitoring to ensure successful completion</p> <p>Experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway</p>	<p>Experience</p> <p>Experience of delivering transformation and change in relation to systems and processes</p> <p>Experience in a leadership business systems management function</p> <p>Experience of recruiting staff including writing a business case, obtaining approval, creating JD's, advertising, shortlisting and interview, offer and induction</p>
				<p>Skills</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</p> <p>Advanced IT skills</p>	<p>Skills</p> <p>The ability to compile complex reports to influence change</p> <p>Effective Business Objects/Power BI skills</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>Skills</p> <p>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>

Tenant Services Operations Team

Job Title	Range	Development Route	Duties	Level 2 Intermediate Apprenticeship	Level 3 Advanced Apprenticeship	Level 4 Higher Apprenticeship
Housing Apprentice (PN: 9621A)	Apprentice Grade	Internal Apprenticeship Programme	<p>To learn and develop the skills to work with various teams in delivering services to Medway Council residents.</p> <p>To develop a wide range of skills and experience in all aspects of housing</p>	<p>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.</p> <p>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.</p>		

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Tenancy Management Assistant (PN: 11386A)	Range 2	Business administration certificate	See Job Profile for full duties. Main duties include: To provide a range of general administrative duties to support service delivery.	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
				Knowledge An awareness and understanding of confidentiality and data protection procedures An awareness of the service area An awareness of equality, diversity and inclusion	Knowledge 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	Knowledge A understanding of GDPR legislation and best practice in relation to information sharing
				Experience Experience of providing administrative support to a team Experience of undertaking routine data entry with care and accuracy	Experience Experience of supporting with multiple copies of documents, using photocopier Experience of dealing with confidential and sensitive data	Experience 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
				Skills 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	Skills 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	Skills 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

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Income Arrears Assistant (PN:11386)	Range 2	Business administration certificate	See Job Profile for full duties. Main duties include: To provide a range of general administrative duties to support service delivery.	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
				Knowledge An awareness and understanding of confidentiality and data protection procedures An awareness of the service area An awareness of equality, diversity and inclusion	Knowledge 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	Knowledge A understand of GDPR legislation and best practice in relation to information sharing
				Experience Experience of providing administrative support to a team Experience of undertaking routine data entry with care and accuracy	Experience Experience of supporting with multiple copies of documents, using photocopier Experience of dealing with confidential and sensitive data	Experience 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
				Skills 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	Skills 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	Skills 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

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Scheme Support Officer (PN:11967)	Range 3	Health and Social Care qualification	See Job Profile for full duties. Main duties include: To deliver exceptional management services to residents in Homes For Independent Living Schemes.	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 To have a full UK driving license and daily use of a car for work	Qualifications Completion of role specific training as identified on the HRA training matrix	Qualifications Working towards a relevant Health and Social Care qualification. Evidence of continued professional development
				Knowledge Knowledge and understanding of social issues affecting older people e.g. social isolation, health concerns An awareness of GDPR legislation and best practice in relating to information sharing A good understanding of relevant policies and procedures in own area of work	Knowledge A comprehensive working knowledge of the broader activities of the service A working knowledge of how each HFIL scheme operates and is managed	Knowledge An overview of management practices in relation to sheltered accommodation
				Experience A minimum of two years' experience working within a supportive role Experience of interacting with older people	Experience Experience of adapting services, where possible, to meet resident's needs Experience of dealing with confidential and sensitive data Experience of taking the initiative to work with other agencies where necessary to achieve a positive outcome	Experience Experience of stakeholder management Evidence of proactive support planning and engaging with partners and residents Experience of coaching/supporting others in their role
				Skills Ability to use Microsoft Word, Excel, Teams and Outlook Ability to organise and prioritise workload to achieve deadlines Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders	Skills Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation The ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands	Skills Ability to monitor staff and contractors effectively Ability to model high levels of professionalism and promote a culture of professional standards Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working

				<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>		
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Tenancy Management Officer (PN: 3227A)	Range 4	CIH recognised professional qualification	<p>See Job Profile for full duties. Main duties include:</p> <p>To deliver comprehensive tenancy management services within a designated geographical area. Engage with residents to foster strong working relationships.</p>	<p>Requirements at this level:</p>	<p>Requirements at this level in addition to level 4A:</p>	<p>Requirements at this level in addition to level 4A and 4B:</p>
				<p>Qualifications 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>Qualifications Completion of role specific training as identified on the HRA training matrix</p>	<p>Qualifications Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role</p> <p>Evidence of continued professional development</p>
				<p>Knowledge 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>Knowledge In-depth understanding of strategies for managing tenancy breaches</p> <p>Understanding of social value initiatives and approaches to neighbourhood development</p>	<p>Knowledge Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p>
				<p>Experience Experience of working in a social housing setting</p> <p>Experience of working in a team and contributing to shared objectives</p>	<p>Experience 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 Drive improvements within the assigned neighbourhood, enhancing resident satisfaction</p> <p>Experience of proactive resident engagement to meet our ‘knowing our tenants’ service objective</p>

				Familiarity with housing management systems and processes	Experience of actively contributing to change programmes and offering input to shape decisions	
				<p>Skills Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p>	<p>Skills 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>Skills Ability to problem solve with creative ability</p> <p>Evidence of proactively managing the patch, considering the bigger picture</p>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Income and Arrears Officer (PN: 3227)	Range 4	A CIH recognised professional qualification	<p>See Job Profile for full duties. Main duties include:</p> <p>To develop and maintain effective relationships with tenants within a defined geographical area, encouraging their cooperation in paying their rent and preventing arrears.</p>	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>Qualifications 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>Qualifications Completion of role specific training as identified in HRA training matrix</p>	<p>Qualifications Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role</p> <p>Evidence of continued professional development</p>
				<p>Knowledge 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>Knowledge 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>Knowledge Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p>
				<p>Experience Experience of working in a social housing setting</p> <p>Experience of working in a team and contributing to shared objectives</p>	<p>Experience Build productive relationships with stakeholders to resolve complex issues and support residents</p>	<p>Experience Drive service improvements across the patch, reducing arrears to levels which exceed the targets set</p>

				Familiarity with housing management systems and processes	Experience with identifying potential problems and taking appropriate action Experience of actively contributing to change programmes and offering input to shape decisions	Evidence of proactive resident engagement campaigns with the objective of maximising income for defined groups
				Skills Honed relationship management and interpersonal skills Effective prioritisation of tasks and ability to meet deadlines	Skills Ability to apply Council policies and processes when making decisions on income and arrears 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	Skills Evidence of problem solving and creative ability Evidence of proactively managing the patch, considering the bigger picture
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Tenancy Sustainment Officer - Income (PN: 10650)	Range 4	A CIH recognised professional qualification	See Job Profile for full duties. Main duties include: To offer support and guidance to Medway Council tenants, helping them to sustain their tenancies.	Requirements at this level:	Requirements at this level in addition to level 4A:	Requirements at this level in addition to level 4A and 4B:
				Qualifications 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	Qualifications Completion of role specific training as identified in the HRA training matrix	Qualifications Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role Evidence of continued professional development
				Knowledge A good understanding of Housing legislation relating to secure tenants In-depth knowledge of welfare benefits such as universal credit, housing benefit and council tax support Knowledge and understanding of safeguarding principles Awareness of how issues such as domestic abuse, mental health and substance misuse can affect residents	Knowledge 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 Familiarity with financial inclusion, budgeting advice and available grants or discretionary funding	Knowledge Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement

				<p>Experience 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>Experience 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 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>Skills Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p>	<p>Skills 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>Skills Evidence of problem solving and creative ability</p> <p>Evidence of using available data in the Low Income Family Tracker (LIFT) to create proactive plans and target interventions</p>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Housing Officer - Rents (PN: 12415)	Range 4	A CIH recognised professional qualification	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.	Requirements at this level:	Requirements at this level in addition to level 4A:	Requirements at this level in addition to level 4A and 4B:
				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 Completion of level 3 Chartered Institute of Housing qualification or equivalent qualification related to the role Evidence of continued professional development
				Knowledge Understanding of financial rent accounting and income management	Knowledge 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.	Knowledge 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.
				Experience	Experience	Experience

				<p>Familiarity with housing management databases or similar financial system</p> <p>Familiarity with following financial procedures, ensuring accurate data entry</p>	<p>Experience in financial rent accounting, including managing transactions and reconciliations</p> <p>Experience in setting and maintaining rents in accordance with policies and regulations</p> <p>Experience of managing and updating ICT systems related to housing rents</p> <p>Experience of handling complex administrative tasks, including year-end processes and statistical returns</p>	<p>Lead audits, present system improvements through the housing change advisory board and or advise senior management on financial rent matters.</p>
				<p>Skills</p> <p>Strong attention to detail for processing transactions accurately</p> <p>Able to use Microsoft packages such as Word, Excel and PowerPoint</p> <p>Ability to communicate effectively with stakeholders</p>	<p>Skills</p> <p>Ability to produce ad-hoc reports and interpret financial data for decision making</p> <p>Strong analytical skills to identify trends and ensure financial accuracy</p>	<p>Skills</p> <p>Evidence of using strong analytical skills to raise improvements to our financial systems and/or the housing service.</p>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Tenancy Sustainment Officer (PN: TBC)	Range 4	A CIH recognised professional qualification	<p>See Job Profile for full duties.</p> <p>Main duties include:</p> <p>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.</p>	<p>Requirements at this level:</p>	<p>Requirements at this level in addition to level 4A:</p>	<p>Requirements at this level in addition to level 4A and 4B:</p>
				<p>Qualifications</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>Qualifications</p> <p>Completion of role specific training as identified in the HRA training matrix</p>	<p>Qualifications</p> <p>Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role</p> <p>Evidence of continued professional development</p>
				<p>Knowledge</p> <p>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>Knowledge</p> <p>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>Knowledge</p> <p>Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p>

				Awareness of how issues such as domestic abuse, mental health and substance misuse can affect residents		
				<p>Experience 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>Experience 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 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>Skills Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p>	<p>Skills 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 where necessary</p>	<p>Skills Evidence of using available data in the Low-Income Family Tracker (LIFT) to create proactive plans and target interventions</p>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Anti-Social Behaviour Officer (PN: 16278)	Range 4	A CIH recognised professional qualification	<p>See Job Profile for full duties.</p> <p>Main duties include:</p> <p>To take a holistic approach in investigating, managing and seeking resolution for complaints of anti-social behaviour (ASB), supporting victims and</p>	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>Qualifications 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>Qualifications Completion of role specific training as identified in the HRA training matrix</p>	<p>Qualifications Completion of level 3 Chartered Institute of Housing or equivalent qualification related to the role</p> <p>Evidence of continued professional development</p>
				<p>Knowledge Extensive knowledge of ASB and housing legislation</p>	<p>Knowledge In-depth knowledge of strategies used for managing tenancy breaches in relation to ASB</p>	<p>Knowledge Comprehensive understanding of occupancy, tenure and lettings, delivery of</p>

			complainants throughout the process.	<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>Understanding of approaches to achieve community cohesion</p>	<p>housing services, sustainable communities and resident involvement</p>
				<p>Experience</p> <p>Experience of working within a social housing environment</p> <p>Experience of 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>Experience</p> <p>Experience of engaging and working 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>Experience</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>Skills</p> <p>Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p>	<p>Skills</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>Skills</p> <p>Ability to analyse and interpret complex information and situations, developing solutions and plans with an innovative approach</p>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Leasehold and Right To Buy Officer (PN: 7554)	Range 4	A CIH recognised professional qualification	<p>See Job Profile for full duties.</p> <p>Main duties include:</p>	<p>Requirements at this level:</p> <p>Qualifications</p> <p>Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ etc</p>	<p>Requirements at this level in addition to level 4A:</p> <p>Qualifications</p> <p>Completion of role specific training as identified in the HRA training matrix</p>	<p>Requirements at this level in addition to level 4A and 4B:</p> <p>Qualifications</p> <p>Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role</p>

			To deliver a comprehensive leasehold management service to Council leaseholders, ensuring effective service charge calculation, collection and arrears recovery.	Full UK driving licence and daily use of a car		Evidence of continued professional development
				<p>Knowledge</p> <p>A good understanding of housing legislation in relation to leaseholders</p> <p>A good understanding of Right To Buy legislation</p> <p>Working knowledge of service charges</p>	<p>Knowledge</p> <p>Sound understanding of Section 20 consultations</p> <p>In-depth knowledge of strategies used to manage rent collection</p>	<p>Knowledge</p> <p>Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement</p>
				<p>Experience</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>Experience</p> <p>Experience of preparing service charge accounts</p> <p>Experience of working with residential leases</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</p> <p>Experience of working proactively to engage leaseholders and make improvements to service delivery</p> <p>Experience of successful arrears management, exceeding local targets set</p>
				<p>Skills</p> <p>Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p>	<p>Skills</p> <p>Ability to apply Council policies and processes when making decisions on leasehold and Right To Buy 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>Skills</p> <p>Evidence of problem solving and creative ability</p> <p>Evidence of proactively engaging with leaseholders, considering the bigger picture</p>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Senior Support Officer (PN: 15989)	Range 4	A CIH recognised professional qualification	See Job Profile for full duties. Main duties include: Assist in the day-to-day operational management of the Homes for Independent Living	<p>Requirements at this level:</p> <p>Qualifications Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc</p>	<p>Requirements at this level in addition to level 4A:</p> <p>Qualifications Achievement of internal management training Completion of role specific training as identified on the HRA training matrix</p>	<p>Requirements at this level in addition to level 4A and 4B:</p> <p>Qualifications Evidence of continued professional development</p>

			<p>service, including continuous service improvement to ensure efficient and effective delivery and monitoring of contractors when on site.</p>	<p>Completion of a relevant Health and Social Care qualification</p> <p>To have a full UK driving license and daily use of a car for work</p>		
				<p>Knowledge 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>Knowledge Knowledge of engagement activities and initiatives</p> <p>A comprehensive knowledge of HFIL Services</p>	<p>Knowledge A good understanding of Housing legislation regarding various tenure types</p>
				<p>Experience Experience of stakeholder management Proven track record of working with older people</p> <p>Experience of supervision of contractors or staff</p>	<p>Experience Effectively managed staff and to delegate tasks and ensure targets are met</p>	<p>Experience Experience of managing change and to drive service improvements</p>
				<p>Skills 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 skills</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>Skills 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>Skills Evidence of problem solving and creative ability</p> <p>Identifies opportunities for staff development and progression</p>

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Senior Tenancy Management Officer (PN: 16632)	Range 5	A CIH recognised professional qualification plus body membership	<p>See Job Profile for full duties. Main duties include:</p> <p>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.</p>	<p>Requirements at this level:</p>	<p>Requirements at this level in addition to level 5A:</p>	<p>Requirements at this level in addition to level 5A and 5B:</p>
				<p>Qualifications 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>Qualifications Completion of role specific training as identified in the HRA training matrix</p>	<p>Qualifications Completion of level 4 Chartered Institute of Housing qualification</p> <p>Evidence of continued professional development</p>
				<p>Knowledge 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>Knowledge In depth understanding of strategies for managing tenancy breaches</p> <p>Understanding of social value initiatives and approaches to neighbourhood development</p>	<p>Knowledge Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
				<p>Experience 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>Experience Effectively supervise staff members, delegate tasks and ensure performance expectations are met</p> <p>Build productive relationships with stakeholders to resolve complex issues and support residents</p>	<p>Experience Drive service improvements, introducing innovations and enhancing tenant satisfaction</p> <p>Contribute to service strategies, setting team objectives aligned with broader goals</p>
				<p>Skills Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p>	<p>Skills 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</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>Skills Evidence of problem solving and creative ability</p> <p>Evidence of applying housing sector knowledge to drive innovation</p> <p>Identify opportunities for staff development</p>

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Senior Income and Arrears Officer (PN: 16633)	Range 5	A CIH recognised professional qualification plus body membership	<p>See Job Profile for full duties.</p> <p>Main duties include:</p> <p>Build and maintain strong working relationships with residents in a defined geographical area, fostering their cooperation in paying their rent. Manage a team of up to 5 members of staff, ensuring the smooth operation of the income collection team.</p>	<p>Requirements at this level:</p>	<p>Requirements at this level in addition to level 5A:</p>	<p>Requirements at this level in addition to level 5A and 5B:</p>
				<p>Qualifications</p> <p>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>Qualifications</p> <p>Completion of role specific training as identified in the HRA training matrix</p>	<p>Qualifications</p> <p>Completion of level 4 Chartered Institute of Housing qualification</p> <p>Evidence of continued professional development</p>
				<p>Knowledge</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>Knowledge</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>Knowledge</p> <p>Comprehensive understanding of housing policy and law, finance, customer engagement, strategic planning and ethics in housing</p>
				<p>Experience</p> <p>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>Experience</p> <p>Effectively supervise staff members, delegate tasks and ensure performance expectations are met</p> <p>Build productive relationships with stakeholders to resolve complex issues and support residents</p>	<p>Experience</p> <p>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>Skills</p> <p>Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p>	<p>Skills</p> <p>Effective line management skills.</p> <p>Ability to make informed, fair and effective decisions on income related issues</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>Skills</p> <p>Evidence of problem solving and creative ability</p> <p>Evidence of applying housing sector knowledge to drive innovation</p> <p>Identify opportunities for staff development</p>

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Income and Leasehold Manager (PN: 10629)	Range 6	A CIH recognised professional qualification plus body membership	<p>See Job Profile for full duties. Main duties include:</p> <p>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.</p>	<p>Requirements at this level:</p>	<p>Requirements at this level in addition to level 6A:</p>	<p>Requirements at this level in addition to level 6A and 6B:</p>
				<p>Qualifications</p> <p>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>Qualifications</p> <p>Completion of role specific training as identified on the HRA training matrix</p>	<p>Qualifications</p> <p>Completion of CIH level 4 qualification</p>
				<p>Knowledge</p> <p>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 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>Knowledge</p> <p>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>Knowledge</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>Experience</p> <p>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>Experience</p> <p>Experience of preparing and validating statistical information</p> <p>Experience of preparing budgets, highlighting anomalies and accurate forecasting</p> <p>Develop objective plans to meet the needs of the service, setting realistic targets and developing ways of using information for solutions</p>	<p>Experience</p> <p>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 developing and sustaining successful and productive interagency working for the benefit of all residents	
				<p>Skills 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>Skills 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>Ability to motivate the team, linking their development to service requirements</p> <p>Empowers the team and trusts them to deliver outputs, fostering a culture of transparency</p>	<p>Skills Evidence of 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>Evidence of fostering 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>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Tenancy Manager (PN: 12128)	Range 6	A CIH recognised professional qualification plus body membership	<p>See Job Profile for full duties. Main duties include:</p> <p>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.</p>	Requirements at this level:	Requirements at this level in addition to level 6A:	Requirements at this level in addition to level 6A and 6B:
				<p>Qualifications 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>Qualifications Completion of role specific training as identified in the HRA training matrix</p>	<p>Qualifications Completion of level 4 Chartered Institute of Housing qualification</p>
				<p>Knowledge Proven knowledge of tenancy and housing management and its requirements and guidelines, 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,</p>	<p>Knowledge 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>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>Knowledge Evidence 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>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>Experience 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>Experience 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>Develop objective plans to meet the needs of the service, setting realistic targets and developing ways of using information for solutions</p>	<p>Experience 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>
				<p>Skills 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>Skills 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>Ability to motivate the team, linking their development to service requirements</p> <p>Empowers the team and trusts them to deliver outputs, fostering a culture of transparency</p>	<p>Skills Evidence of 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>Evidence of fostering 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>
Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Tenant Services Operations Manager (PN: 11965)	Range 7	A CIH recognised professional qualification plus body membership	<p>See Job Profile for full duties. Main duties include:</p> <p>To oversee the day-to-day operational management of the Tenant Services team, including neighbourhood</p>	<p>Requirements at this level:</p> <p>Qualifications Level 6 qualification – e.g. Degree Apprenticeship, Graduate Diploma</p> <p>Full UK driving licence with daily use of a vehicle</p>	<p>Requirements at this level in addition to level 6A:</p> <p>Qualifications Completion of role specific training as identified in the HRA training matrix</p>	<p>Requirements at this level in addition to level 6A and 6B:</p> <p>Qualifications Completion of CIH level 4 qualification</p>

			<p>services, tenancy management, income and leasehold and homes for independent living.</p>	<p><u>Knowledge</u></p> <p>Comprehensive overview of current issues within the housing sector, and best practice methodologies</p> <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>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><u>Knowledge</u></p> <p>Understanding of service charging and consultation requirements, providing coaching support to the team where necessary</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><u>Knowledge</u></p> <p>Thorough knowledge and understanding of the legal and statutory framework related to housing, proactively seeking to keep updated through sector events</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><u>Experience</u></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><u>Experience</u></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</p>	<p><u>Experience</u></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>

					procedures such as supporting employee attendance and performance issues	
				<p>Skills 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>Ability to lead the team, fostering a culture of transparency, trust and collaboration. Challenging positively when standards are not met</p>	<p>Skills 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>Ability to manage own workload and that of the team, prioritising effectively. 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>Skills Evidence of developing service objectives from strategy, motivating teams to instigate change</p> <p>Evidence of using 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>Evidence of 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>Evidence of fostering 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>