

## **JOB DESCRIPTION**

<b>Directorate:</b>	CEX – Chief Executives
<b>Division:</b>	Housing
<b>Post No &amp; Job Title:</b>	H52 Tenancy Services Team Leader
<b>Grade:</b>	Grade 8
<b>Responsible to:</b>	H7 – Tenancy Services Manager
<b>Responsible for:</b>	Tenancy Sustainment Officers Housing Assistants
<b>Main purpose of the job:</b>	To assist the Tenancy Services Manager with the delivery of a comprehensive neighbourhood management service and to ensure the effective delivery of the tenancy sustainment service

### **Main Duties and Responsibilities:**

#### **SUPERVISION AND MANAGEMENT**

1. To promote a customer-focussed service providing customers with the right advice at the first point of contact.
2. To deputise for the Tenancy Services Manager in the post holders absence
3. Undertake motivation, leadership, supervision, guidance and support for the tenancy sustainment service and for the Housing Assistants, including recruitment, personal development reviews, attendance management and regular staff briefings.
4. Monitor team and individual performance, ensuring that targets are met, and implement change to improve and extend performance as required.
5. Identify and assist with the training of employees.

#### **SERVICE DELIVERY**

6. Ensure that neighbourhood management issues and problems are dealt with in an effective and sensitive way, in accordance with the Council's policies and procedures and with an emphasis on tenancy sustainability and long term problem solving.
7. To act as the lead officer for the most serious Anti-Social Behaviour cases, liaising with legal services, partner agencies, preparing and gathering evidence and attending Court as appropriate.
8. To ensure the effective delivery and improvement of the Council's tenancy sustainment service

9. Assist with the control/monitoring of the section's budgets, including invoicing and payments procedures.

9. Prepare reports and provide prompt and accurate statistical information as required.

10. Develop and document new or revised procedures and policies for the tenancy sustainment team and update these as appropriate to reflect changes in the working or legislative environment.

11. To ensure that appropriate referrals are made to ensure that tenants are supported in their tenancies and also to ensure that the Council is fulfilling its statutory duties as a Local Authority.

## **CONTACTS AND RELATIONSHIPS**

12. To attend and contribute to interagency meetings, officer working groups, Tenant and Resident Groups and external agencies.

13. To build positive partnerships with other agencies, including statutory agencies, to ensure the best outcome for residents, the service and the Council as a whole.

14. To ensure, that following consultation with customers, the team develop and implement measures to improve the security and amenities of housing areas within the borough.

## **WORK CONDITIONS AND ARRANGEMENTS**

15. To assist with undertaking risk assessments and ensure safe conditions of work under Health and Safety at Work Act.

16. Undertake any other duties that may be required by the line managers and the Head of Housing or the Chief Executive.

### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

### **SPECIAL CONDITIONS**

The post holder will be required, on occasions, to attend meetings during the evening and at weekends.

The post holder will be expected to act and advise on a wide range of issues and topics, often complex in nature. The post is demanding with a range of differing and often conflicting priorities.

### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

### **NOTE**

The above job description sets out the main responsibilities of Senior Neighbourhood Coordinator but should not be regarded as an exhaustive list of the duties that may be required.

As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.