JOB DESCRIPTION

Job Title:	Tenancy Sustainment Officer
Service / Department:	The Limes
Reports To:	Service Manager
Responsible For:	n/a
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Limes is a 26 bed Supported Housing provision for young men aged 18-25 years old.

This is a key post contributing to the delivery of Salvation Army Homes's housing services to its residents. Working within our corporate aims and objectives you will deliver a Resident focused service.

You will co-ordinate tenancy management and rent collection to ensure all housing management income is collected effectively. You will ensure fair access, process of applications, relevant background checks and allocation of vacant properties.

You will ensure supported accommodation is available for use, keeping vacant properties to a minimum and void turnaround time minimised. You will ensure H&S and property standards are maintained and work effectively as a team member delivering excellent services to Salvation Army Homes's Residents

You will work with our Residents to increase their ability to sustain a tenancy when they leave our service.

Main Duties and Responsibilities:

Property Management

- Assure compliance with Licence Agreements and report as required on housing management performance
- Effectively work for the efficient turnaround of void properties to ensure quick re-let with pre-let and post let checks, ensuring repairs and replacements are completed quickly.
- You will ensure supported accommodation is available for use in line with local Key performance Indicators.
- Oversee and carry out where necessary the basic cleaning and room turnaround tasks to ensure Salvation Army Homes' standards are maintained.
- Carry out regular H&S checks as determined by the resident group, licence agreements and Salvation Army Homes's policies.
- Support and empower residents to maintain cleanliness of communal and personal space in accordance with their licence agreement.

- Ensure that accommodation furnishings and Welcome Packs are available for new lets. Order replacement furniture. Maintain inventory and agree the condition of accommodation at the point of re-let with the new tenant and again when the tenant is leaving.
- Recharge the resident for any damage or missing items from the inventory.

Fair Access and allocation

- Manage referrals and assess risk ensuring fair access to accommodation in line with the service criteria.
- To process referrals and promote accommodation vacancies by liaising with partner agencies. (e.g., Manchester City Council Commissioners & MAS Gateway).
- Complete relevant background checks, obtain landlord references where required, to assess to evidence client application and suitability.
- To assess priority of need and manage the accommodation waiting list ensuring no vacant properties and void turnaround time is minimised

Tenancy Management

- Monitor and enforce any breaches in occupancy agreements, in consultation with Staff support team.
- Ensure adequate induction of residents to the property, ensuring they are aware of the input given by Housing services.
- Ensure the letting of property is in line with local policy with sign up where necessary.
- To meet with new residents at the point of move in or within 2 weeks of move in, as part of their induction and understanding of their tenancy responsibilities and rights**.**
- Monitor and enforce any breaches in occupancy agreements, in consultation with support services teams.
- Work pro-actively with residents and support staff to ensure residents understand their rights and responsibilities of their Licence Agreement, pay their rent and service charges and that payment options are put in place to support them to do so.
- To co-work with multi-disciplinary teams and operational management in the management of crisis and prevention of homelessness to sustain tenancies in line with statutory obligations a homeless prevention plans.
- Establish good relationships with neighbours. Ensure any concerns or incidents they have are responded to professionally and quickly. Record and deal with any neighbour complaints in accordance with Salvation Army Homes procedure.
- Support the service with move-on of residents – identify accommodation options where appropriate and assist with applications.
- Respond quickly to complaints and ensure any concerns or incidents reported are managed professionally and quickly.
- Ensure tenants have a clear understanding of what constitutes harassment and anti-social behaviour
- Assertively manage incidents of harassment, ASB or discrimination in line with Salvation Army Homes' policy.
- Take appropriate action to terminate occupancy agreements including serving eviction notices where this is appropriate and agreed with the support team.
- Work in liaison with the asset management team to ensure the property remains relevant to the resident's needs and address issues of disrepair.

- To work within Salvation Army Homes's safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings

Administration Duties

- Ensure accurate I.T. and file records are kept on individual tenancies and properties particularly in relation to void management, tenancy sign up, anti-social behaviour, defects, complaints and terminations.
- Regularly record on Salvation Army Homes's IT reporting system to ensure all information is available to all staff.
- Adhere to the administrative systems in place and ensure that communication within your immediate team and the wider team is effective.
- Maintain accurate records on all properties and interactions with residents and work effectively with the support services to ensure a joined up and beneficial service to Salvation Army Homes's residents.

Financial Management

- Prioritise income maximisation and avoidance of loss of income through rent losses from voids and arrears. Work to Salvation Army Homes's targets around voids and rent loss.
- Ensure compliance with all financial policies and procedures
- Work within budgets and strive for excellence whilst being cost effective.
- To ensure that every resident is fully aware of their current rental balance and transactions relating to their rent account. Provide weekly rent statements to residents and respond to any queries promptly.
- To reconcile all petty cash transactions, process purchase invoices and raise sales invoices.

Relationships and Partnerships

- Effectively and professionally promote of the services to stakeholders.
- Enhance effective working relationships internally with the support services teams, administration, central services and externally with other agencies including Manchester City Council HB & DHP Teams.

Quality / Cost Assurance

- Report on performance monthly to line manager within deadline.
- Encourage and support meaningful resident involvement in all aspects of the services and embed Involvement at the core of the service provision.
- Ensure that the Equality and Diversity Strategy and agenda are actively promoted in all areas of work and that the services are relevant and accessible to all.
- Provide services which meet with our standards in the most cost-effective manner.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.
- Lone working is a regular requirement of the role.

PERSON SPECIFICATION

Qualifications and Memberships:

- N/A

Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with the client group
- Ability to enable young people to sustain a tenancy
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g., Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Ability to plan forward, prepare and deliver life skills sessions

Experience and Interests:

- Experience of or knowledge related to working with young people
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	**Servant Leadership** — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	**Passion** — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	**Inclusion** — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	**Respect** —we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	**Empowerment** — we have trust	Have we given the right context to our message? Has our communication been story-driven?