

Trust in Fife

Taking positive steps to assist vulnerable and homeless people in Fife

**Job Description and Person Specification**

**Tenancy Management Officer**

**(Fife Private Rental Solutions)**

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| **Remit** |
| To perform a flexible role in accordance with the contemporary strategy of Trust in Fife (to be referred to as ‘the organisation’) and, to provide a Fife-wide community focused service.    The role of Tenancy Management Officer is to provide the advice and guidance necessary to ensure access to safe, sustainable accommodation or assist anyone already within the private rented sector to remain in their property, with concentration on the provision of housing management tasks. The role also includes participation in the coordination of an effective and efficient Housing Advise Hub and Ethical Letting Agency. |

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| **Accountable to:** | Senior Housing Consultant (FPRS) |
| **Responsibility for staff:** | None |

*The FPRS Tenancy Management Officer must carry out their duties with full regard to Trust in Fife’s Equal Opportunities Policy.*

**Personal Qualities**

The organisation is looking for an individual who can carry out all tasks with a high level of professionalism and will exercise reasonable care, skill, and diligence in all aspects of their work, with the expectation that the individual will always act in the best interests of the organisation.

The individual should be flexible and able to adapt to change, use personal autonomy whilst still working as part of a team, be honest and trustworthy, show empathy, and have excellent communication skills.

It is imperative that the individual works in a non-judgmental and sensitive way, with those that they come into contact with, regardless of gender, race, ethnicity, religion, disability, sexual orientation, and lifestyle.

Additionally, this role involves supporting the personal development of each client, highlighting the importance of empathy and compassion.

**JOB DESCRIPTION**

# Main Duties

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| ▪ | Letting Agency:   * Property searches with or for clients, * Carry out affordability checks and income and expenditure work. * Work in partnership with the Letting Officer to arrange set up and move in to tenancies.   Prevention and Sustainment Services:   * To offer advice and guidance to anyone with a housing related topic, before, during and in certain circumstances after their tenancy, face to face, online or over the phone, * Carry out a tenancy sustainment service to assist tenants sustain their accommodation, * Carry our rent and issue resolution work with tenants and landlords to aid the sustainment of accommodation, * Abide by GDPR, letting agency code of conduct and the organisation’s Policies & Procedures.   Administration:   * Carry out all administration tasks relating to the work of the Tenancy Management Officer, * Referrals to external agencies for additional support needs such as; medical need, mental health, addiction and social inclusion, * Log all interactions with clients using the organisation’s case management systems, * Assist colleagues with the creation of sustainability reports, customer feedback, and annual report, * Providing statistical information as and when required, * Planning and management of appointments.   Learning & Development:   * Participate in continuous professional development, * Take part in Support & Supervision meetings with line manager, * Participate in team meetings, external meetings and in-house training sessions. |
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# Person Specification – Tenancy Management Officer

## Introduction

This person specification has been drafted to provide a clear and consistent method of selecting candidates for this post. It identifies the key skills, abilities and attributes which a successful applicant will demonstrate. Candidates applying for this post will need to demonstrate they possess the required knowledge and have experience of successfully applying their skills.

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| **Attribute** | **Essential** | **Desirable** |
| **Education / Qualifications**  **(Application form)** | A good level of literacy and  numeracy demonstrated by  Standard Grades or equivalent qualifications  Willingness to undertake continual professional development | SVQII Social Care or another appropriate discipline or willingness to study towards this |
| **Experience**  **(Application form and interview)** | Experience of working in the Social Care sector and/or Housing, Private Rented Sector  The ability to provide a consistently high quality of service to a cross-section of vulnerable customers with varied support needs | Experience of providing Housing advice  Awareness of legalities in terms of housing    Experience of deposit guarantee  schemes    A working knowledge of Housing Benefit and DWP |
| **Knowledge**  **(Application form and interview)** | Knowledge and understanding of housing and homelessness issues | Knowledge and understanding of the voluntary sector |
| **Skills**  **(Application form and interview)** | Ability to adapt quickly within a multi-faceted role    Knowledge and experience of  using Microsoft Office software    Ability to communicate on appropriate levels with a variety  of individuals and agencies    Good organisational and  administrative skills    Ability to prioritise and organise workload and to work on own initiative, with minimum supervision, as well as within a team. |  |
| **Attitude**  **(Interview)** | A commitment to the policies and procedures in place within the organisation    Commitment to the aims of the organisation and interorganisational communication  Willingness to travel and work from, and along with, other agencies |  |
| **Personal**  **Circumstances**  **(Application)** | Appropriate Disclosure Scotland return    Willingness and ability to undertake work outside of normal hours    Full driving licence |  |