

ROLE PROFILE

POSITION	Tenancy Management Coordinator		
TEAM	Homes and Communities Theme	LOCATION	Coastline House
VERSION	5	LAST UPDATED	22/02/19

PURPOSE OF ROLE	To be responsible for dealing with all aspects of the Tenancy Management function, ensuring a high quality professional service is delivered and customer care standards are maintained
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KEY ACCOUNTABILITIES

1. Provide a high quality tenancy management service to customers, which is efficient and effective, in accordance with the Corporate Strategy and Policy and Procedures
2. Build and maintain good working relations with external agencies, including the local authority, the Police, Social Services, Mental Health Team and other partnership agencies
3. Represent the Company at County Court hearings
4. Seek to continuously improve and develop the service to meet the needs of customers
5. Work towards ASB targets against Performance Improvement Plan (PIP)
6. Maintain a good knowledge of housing and other relevant legislation and good practice within the industry including Housing Act, Anti-Social Behaviour Act and Police reform Act legislation
7. Undertake the installation and repairs of Coastline Assist
8. Deal with escalations and queries relating to 'OkEachDay' and be the key liaison between Coastline Housing Limited and Housing Proactive;
9. Regularly review the upkeep of the communal areas of complexes to ensure they are clean, tidy, adequately maintained and present no risk to health and safety;
10. Promptly report identified repairs to the Repairs Helpdesk;
11. Carry out property visits with particular emphasis on hard to access properties
12. Manage the tenancies for all customers, taking appropriate enforcement action when conditions of tenancy are breached, in accordance with policies
13. Work closely with our vulnerable customers to ensure that we address any issues promptly and efficiently, particularly hoarding
14. Make Safeguarding referrals as and when appropriate
15. Carry out sign ups of properties available to let as required
16. Carry out thorough checks on all customers applying to mutually exchange, including

financial and affordability checks, highlighting 'high risk' customers for approval and signposting to external agencies for advice and support, in accordance with the Policy

17. Preparation of legal paperwork for Court and represent the Company at Court in connection with ASB and other tenancy issues
18. Represent the company positively with all external agencies, attending meetings and seminars
19. Encouraging and supporting customers and resident groups and attending meetings as required

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Tenancy Manager
- Responsible for all aspects of tenancy management

CONTACTS

Internal

- All staff, Senior Management Group, Executive Team

External

- Customers, councillors, contractors, Local Authority, the Police, ASB team, ASC, CAB, Stonham, Assertive Outreach, Mental Health Team, Health Workers

PERSON SPECIFICATION

POSITION	Tenancy Management Coordinator		
TEAM	Homes and Communities Theme	LOCATION	Coastline House
VERSION	4	LAST UPDATED	30 September 2016

QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Put our customers first • Be open, honest & accountable • Strive to be the best • Value each other • Practical experience of presenting data in a range of formats • Negotiation and influence skills • Ability to effectively deal with members of the public and in particular those of vulnerable groups • Ability to effectively work with partners from external agencies • Ability to work on own initiative and assume a high level of personal responsibility 	
Education & Qualifications:	<ul style="list-style-type: none"> • 5 GCSE's or equivalent to include English • A good standard of literacy • Willingness to ongoing professional development 	<ul style="list-style-type: none"> • C I H or working towards qualification

Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Understanding of and commitment to Continuous Improvement • Good knowledge of Landlord and Tenant Law • Good knowledge and understanding of Equality & Diversity legislation and issues • Understanding of and commitment to customer care issues • Experience in Housing 	
Job Related skills	<ul style="list-style-type: none"> • IT skills • Knowledge and understanding of issues affecting tenancy management • Ability to communicate effectively both verbally and in writing • Practical experience of team working and ability to work as part of a team • Ability to manage and prioritise a wide range of competing tasks, remaining flexible and be able to work effectively under pressure • Ability to think and plan strategically • Help to develop new initiatives • Ability to meet strict deadlines 	<ul style="list-style-type: none"> • Awareness and ability to maintain the reputation and robust image of Coastline Housing Limited ??
Other	<ul style="list-style-type: none"> • Must be able to work outside normal office hours and attend evening meetings • Full driving licence and access to a car • Satisfactory Standard DBS Check 	