Role Profile – The What, The Where, The How

POSITION	Tenancy Manager		
TEAM	Homes and Communities Theme	**LOCATION**	Coastline House
VERSION	1.1	**LAST UPDATED**	September 2026

THE PURPOSE OF THIS ROLE IS TO	To lead, support and develop the Tenancy Management Team so that customers across General Needs, Homeless and Extra Care receive a consistent, high-quality tenancy management service and agreed customer care standards are maintained.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

Team leadership and development

1. Manage and motivate staff within Tenancy Management Team including appraisals, one-to-ones and target setting.
2. Oversee recruitment, induction and training of staff, ensuring appropriate succession planning, workforce capability and compliance with organisational policies and procedures.
3. Ensure the effective management of tenancies and licenses across the area, monitoring performance and compliance, and overseeing appropriate enforcement action where conditions of tenancy are breached, in accordance with policies, legislation and best practice.
4. Oversee arrangements for new and potential customers, ensuring robust assessments of customer needs, risks, and tenancy suitability to support sustainable tenancy outcomes.
5. Ensure the preparation of legal paperwork for Court by the team is fit for purpose and represent the Company at Court in connection with ASB and other tenancy issues as required. Also, ensure the team attend Court hearings, track the outcomes and monitor compliance.
6. Monitor service performance, customer feedback and TSMs, implementing improvement actions to enhance customer experience, tenancy sustainment and neighbourhood outcomes, promoting good performance, addressing poor and publicising where appropriate.
7. Represent the company positively at a regional level, attending meetings and seminars, as required.
8. Encourage and support tenants and resident groups and attending meetings as required.

Service delivery and community management

9. Lead the Tenancy Management Team's contribution to the organisation's Tenant Satisfaction Measures (TSMs), ensuring performance is monitored, improvement plans are developed and actions are taken to enhance the customer experience and outcomes.

10. Lead the team on delivering new projects (Work Packages or PIR's), tracking progress against targets and plans, within agreed reporting framework.
11. Take responsibility for ensuring all Community Standard Inspections are completed, reporting performance, identifying issues and working across the company to resolve estate-based issues affecting our neighbourhoods.
12. The service should be efficient and effective, in accordance with the Coastline Plan and relevant strategies, policies and procedures
13. To manage Coastline's communities in line with the requirements of the Housing, Communities and Customer Experience Strategy.
14. To champion CRM across the service, ensuring optimal implementation and utilisation.
15. To own the relevant elements of all the processes that require action by the Tenancy team, ensuring that actions are completed and accurately recorded.

Partnerships, performance and service improvement

16. Build and maintain good working relations with external agencies, including the local authority, the Police, Social Services and other partnership agencies.
17. Prepare regular reports and provide statistical information on the Tenancy Management Team's performance.
18. Monitor and update policies and procedures and performance frameworks, ensuring compliance with statutory and regulatory requirements and supporting continuous service improvement.
19. Seek to continuously improve and develop the service to meet the needs of customers.
20. Manage the budget for the Tenancy Management Team, striving for efficiencies and identifying savings.
21. Maintain a good knowledge of housing and other relevant legislation and good practice within the industry including Housing Act, Crime, Policing and Anti-Social Behaviour Act and other relevant legislation.

Service assurance and professional development

22. Constantly review team efficiency and have regard for maximizing the income of the Company.
23. Undertake complaints investigations as required in accordance with policy and procedure,
24. Undertake relevant training and development activities as suggested by the Housing Manager and/or the Head of Housing Services.

Person Specification – The Who	
PERSONAL SKILLS AND QUALITIES	At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who: • Demonstrates behaviours in accordance with Coastline's values: Put our customers first Be open, honest and accountable

Value each other
Strive to be the best

- A member of the Chartered Institute of Housing with either a Level 4 qualification or working towards it.
- Understanding of and commitment to Continuous Improvement.
- Good knowledge of Landlord and Tenant legislation.
- Good knowledge and understanding of Equality & Diversity legislation and issues.
- Must be able to work outside normal office hours and attend evening meetings.
- Has a full driving licence and a satisfactory **basic** DBS check.

Some experience in the following would be an advantage:

- Awareness and ability to maintain the reputation and robust image of Coastline Housing Limited.
- Experience in giving presentations to Senior Management and/or Board.
- Knowledge of setting and managing budgets.
- Management qualification.

General Obligations - For All Of Us

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

Report to the Head of Housing Services

Responsible for Tenancy Management Team

CONTACTS
Internal • All staff, Senior Management Group, Executive Team **External** Customers, councillors, contractors, Local Authority, the Police, Community Safety Team, Education, Health and Social Care, CAB, other Registered Providers, Mental Health Team.