

## Tunbridge Wells Borough Council

### Person Specification



**POST TITLE:** Tenancy Officer

**GRADE:** F - G

**SERVICE:** Housing Services

**This is a career graded post and candidates will be assessed against both the essential criteria requirements for both Grade F and Grade G.**

**Candidates will only be considered as appointable to the Grade G position if they fulfil the essential criteria requirements, as detailed below, for both Grade F and Grade G.**

**Candidates who are only able to demonstrate that they meet the Grade F requirements, will have the opportunity to progress to a Grade G through training and develop in post. This is upon being able to demonstrate they meet the Grade G requirements.**

<b>CRITERIA</b>	<b>ESSENTIAL Grade F requirements</b>	<b>ESSENTIAL Grade G requirements</b>	<b>HOW IDENTIFIED</b>
<b>EXPERIENCE</b>	Experience in tenancy management including managing voids, rent accounts, property sign-up's/sign-out's and possession proceedings  Working with private landlords and letting agents to secure accommodation for people in housing need	Experience of working in a front line position providing advice and support to vulnerable persons, such as those with mental health needs, substance misuse, survivors of domestic abuse  Experience of attending county court possession hearings  Experience of achieving performance targets and meeting departmental objectives in rent recovery and void times.	Application and interview

<b>CRITERIA</b>	<b>ESSENTIAL Grade F requirements</b>	<b>ESSENTIAL Grade G requirements</b>	<b>HOW IDENTIFIED</b>
<b>QUALIFICATIONS/ TRAINING</b>	<p>Educated to A Level (or equivalent) at grades A to C, or equivalent grading,</p> <p><b>or</b></p> <p>Have demonstrable experience of working within housing options and/or tenancy management.</p>	<p>Hold or studying for a professional qualification in Housing</p> <p><b>or</b></p> <p>have undertaken relevant training in areas including:</p> <ul style="list-style-type: none"> <li>- suitability of accommodation;</li> <li>- housing rights and security of tenure;</li> <li>-Public Sector Equality Duty</li> </ul>	Application and interview
<b>KNOWLEDGE</b>	<p>Good knowledge of homelessness suitability of accommodation requirements</p> <p>A good understanding of all relevant benefit issues, including welfare reform changes</p>	<p>Having a thorough understanding of homelessness law, with particular relevance to suitability requirements of accommodation, and the ability to apply relevant caselaw</p> <p>A sound understanding of affordability assessments, including assessing a reasonable expenditure using sources of objective evidence.</p>	Application and interview
<b>PRACTICAL &amp; INTELLECTUAL SKILLS</b>	<p>Excellent influencing and negotiation skills - for example, when working with private landlords to secure accommodation for a homeless household</p> <p>Excellent communication skills. Verbal – includes being able to deliver difficult messages Written – includes ability to write easy to understand homelessness decision letters</p>	Ability manage and prioritise different tasks (including responding to complex tenancy management issues such as anti-social behaviour)	Application

<b>CRITERIA</b>	<b>ESSENTIAL Grade F requirements</b>	<b>ESSENTIAL Grade G requirements</b>	<b>HOW IDENTIFIED</b>
	<p>Information technology skills, including word and excel</p> <p>Ability to prioritise own workload and use own initiative</p>		
<b>DISPOSITION/ ATTITUDE</b>	<p>Ability to build excellent relationships and working partnerships both in the Council and externally with partner organisations</p> <p>Ability to work in a team and develop effective and supportive relationships with colleagues</p> <p>Organised and can work calmly and accurately under pressure</p>		Interview
<b>SPECIAL REQUIREMENTS</b>	<p>Full valid driving licence and access to a car to fulfil the duties as set out in the job description</p> <p>Ability to work outside normal office hours</p> <p>To assist in the operation of Council's Emergency Plan, including working at rest centres outside of the normal working day</p>	<p>Support the Housing Options Manager in raising awareness of the Council's Housing Service e.g.</p> <p>- By being able to confidently hold and conduct Pre-Tenancy Training sessions</p>	Application and interview