MANCHESTER CITY COUNCIL

Manchester City Council
Role Profile

New Tenancy & Voids Assistant Grade 4
Housing Services, Neighbourhoods Directorate
Reports to: New Tenancy Manager
Job Family: Resident/Applicant Service

Key Role Descriptors:

To deliver a wide range of administrative tasks and processes that support the effective and efficient operation of the empty property management process, working collaboratively across the Repairs and New Tenancy Teams. This role ensures the smooth running of all administrative functions, contributing to high-quality service delivery and strong team performance.

With exceptional communication skills, the post-holder is the first point of contact for internal and external colleagues and stakeholders, providing excellent front-line resident services, contributing directly to the achievement of service and organisational objectives.

The role holder will provide high quality, resident focused, flexible and timely support, complying with all relevant legislation and procedures and contributing to the achievement of objectives of a high-quality service.

Key Role Accountabilities:

The post holder will perform a range of applicant and resident requests which include:

Determining the requirements and needs of resident/applicants advising on the most appropriate course of action, liaising with other service areas and agencies where appropriate and arranging assistance where required.

Process a range of resident/applicant requests and assist in the completion of relevant information in line with service processes and procedures and any relevant legislation, ensuring information provided is accurate and up to date.

Validate documents in accordance with the relevant guidelines, and actively seek to detect and reduce tenancy fraud where appropriate.

Proactively identify any potential risks from and to resident/applicants accessing the service and escalate any issues as appropriate.

Develop effective partnerships and collaborative working arrangements with other services both across Housing Services, the wider Council and external agencies / partners.

Personal commitment to continuous self-development and service improvement. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access, service delivery and communications.

Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the

duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Provide comprehensive administrative support to the Repairs and New Tenancy Team, covering all aspects of administration relating to rehousing applicants and existing residents.

Deliver high quality resident/applicant service via telephone, face to face contact, and email. Respond to enquiries from rehousing applicants and residents, referring matters to New Tenancy Officers or other relevant teams where necessary, and proactively following up to ensure issues are resolved promptly and appropriately.

Coordinate with applicants and tenants to arrange appointments for New Tenancy Officers, including viewings and sign-ups and property inspections.

Assisting the New Tenancy Officers to arrange and conduct property viewings and sign-ups.

Accurately input and maintain CORE data.

Support pre tenancy and end of tenancy administrative processes, including raising and tracking void works, coordinating safety checks, and assisting with key management throughout the process.

Use Locata effectively to carry out pre offer reference checks, monitor the allocation of void properties, and record property lettings.

Ensure accurate and timely recording of all data, including allocations, void maintenance records, and performance indicators.

Manage utilities for void properties, ensuring prompt and accurate administration and payment arrangements.

Record all reported void repairs in line with agreed procedures, liaising effectively with residents, contractors, and other relevant parties to secure access and ensure timely completion of repairs.

Maintain an up to date and accurate schedule of all vacant dwellings, ensuring statuses are correctly recorded and all associated activities are tracked until a new tenant moves in.

Process purchase orders accurately and efficiently in line with company procedures, enabling effective expenditure tracking and timely payment to contractors and suppliers.

Carry out any other duties within the scope and purpose of the role as requested by management. Responsibilities may be reviewed periodically to reflect the evolving needs of the service.
Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours
• We are proud and passionate about Manchester
• We take time to listen and understand
• We ‘own it’ and we’re not afraid to try new things

• We work together and trust each other
• We show that we value our differences and treat people fairly

General Skills

• **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

• **Planning & Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

• **Administrative Skills**: Ability to coordinate the administrative/business support to a busy office environment or a manage the complex and busy diary of a senior officer. Skills to proactively develop and maintain effective admin systems to meet the needs of team/service that covers a number of different disciplines.

• **Analytical Skills**: Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

• **ICT Skills**: Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels

Technical Requirements (Role Specific)

- GCSE (or equivalent) in English and Mathematics at level 4 or above, or previous work experience in a similar position
- Experience of using databases and/or MS Excel to accurately record data, and provide management information reports
- Experience of Microsoft Excel Word and PowerPoint skills.
- A full driving licence and access to a car on each working day. This post is currently designated as a Casual Car User. Car User statuses are subject to review in line with policy.