

**Manchester City Council
Role Profile**

**New Tenancy Officer, Grade 6
Housing Services, Neighbourhoods Directorate
Reports to: New Tenancy Manager
Job Family: People Care and Support Indirect**

Key Role Descriptors:

The role holder will coordinate and contribute to the provision of a high-quality service to support service users and promote their independence ensuring service standards are achieved, maintained and improved.

The role holder will contribute to the positive engagement of service users with support services provided by both statutory and voluntary agencies, ensuring that they are appropriately supported and able to contribute positively to the community.

The role holder will assist with establishing and maintaining partnerships with a range of stakeholders and agencies in line with City Council policies and procedures.

Key Role Accountabilities:

Coordinate and contribute to a responsive and efficient service user assessment service to determine their support needs and provide expert advice on a range of realistic and sustainable options within the context of relevant legislation.

Ensure service users are referred to appropriate support services as necessary to improve outcomes and establish and maintain close joint working arrangements with other agencies and stakeholders.

Work in collaboration with stakeholders and partners to actively help and support the identification and reduction of safeguarding risks to vulnerable residents of the city.

Respond to all queries from a wide range of stakeholders, including both internal and external customers, in an efficient and courteous manner, using initiative and creative skills to respond appropriately to problems that arise.

Work proactively and efficiently to manage workloads in a demand led and front line service and incorporate a flexible approach to problem solving.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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 and treatment in employment, 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:

The New Tenancy Team is a very busy customer focussed service supporting people who are moving into a Council owned home, many of whom can be facing multiple challenges.

The New Tenancy Officer supports tenants to engage in the new tenancy process, ensuring that they can start a tenancy well. This will include seeking to understand a person's support needs, including affordability issues, and referring tenants to appropriate complementary services. The post holder will deliver a highly professional and responsive new tenancy service designed to minimise rent loss for Manchester City Council and to ensure that every new tenant is aware of their rights and responsibilities.

The role holder will be responsible for their own patch of homes and will assist rehousing applicants to engage with the new tenancy process through advertising, offering and viewing homes for rent and conducting appointments to set up new tenancies.

The role holder will provide advice and expertise to partner agencies and stakeholders who represent the rights and needs of any vulnerable residents in Manchester with whom they are working about the new tenancy process.

The role holder will liaise with outside agencies such as supported accommodation providers, the wider voluntary and charity sector and other City Council Departments to assist applicants and new tenants in engaging in the new tenancy process. They will actively promote a supportive rent first culture in the organisation at the first point of contact with a prospective new tenant and give advice, information and assistance to help customers claim and receive their full entitlement to housing costs.

The role holder will understand the complex legal aspects of tenancy agreements that are used by Manchester City Council and follow all legislative guidance and protocols for the signing of new tenancies. They will understand the legislation for eligibility and qualification to the Housing Register and ensure that all lettings are made in line with Manchester City Council's allocations policy or associated guidance.

Main responsibilities of a New Tenancy Officer are not limited to but cover the following:

- Advertising and shortlisting homes for rent from Housing Services. This will involve using and applying expertise to decide if a property meets the Void Standard and if the letting should go ahead.
- Carrying out accompanied property viewings and completing tenancy sign up appointments with residents for their new home, ensuring the new tenant understands their contractual obligations. The tenancy agreement is a legal document therefore a high level of accuracy is critical.
- Communicating information regarding the tenancy sign up process, conducting affordability checks for prospective new tenants and agreeing the amount of rent payable, offering low level benefits advice and signposting to money and welfare rights services appropriately.
- Liaising with internal and external agencies to ensure that appointments can take place and any support is in place. Assisting vulnerable tenants to attend these visits and ensuring appropriate referrals are done in order that a tenancy can be sustained.
- Understanding Universal Credit systems and using this knowledge to provide guidance to customers in creating a rent first culture. Conducting pre tenancy and pre termination home visits and helping vulnerable tenants appropriately in being able to move home.

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:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding. 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.
- **Analytical:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information. Able and confident to resolve moderately complicated queries in their area of

knowledge using logical thinking to explain reasoning behind decisions or actions taken.

- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority with excellent judgement skills
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **ICT:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Administrative Skills** Ability to develop and maintain effective systems in a rapidly changing environment.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems with ability to develop new approaches to finding solutions outside of existing parameters.

Technical Requirements (Role Specific)

- Empathetic to resident's needs, with strong negotiation and conciliation 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.