



Job description

Company Name: Barking and Dagenham Reside Regeneration Ltd

Location: Barking, London

Job title:	Tenancy Sustainment Officer	Position number/s:	
Department:	Rental Income Team	Section or service:	Rental Income Team
Responsible to:	Rental Income Team Manager		

Employees directly supervised: None albeit lead on training interns and implementing the intern Learning and Development Plan.

Job Purpose:

- Work as part of the Rental Income Team in the provision of an excellent housing management service to all residents.

Provide intensive tenancy sustainment support to our most vulnerable residents, helping them to sustain their tenancy and reduce the risk of tenancy failure. You will support residents with diverse and complex needs helping to maximize their quality of life.

To help maximize the income of households by advising on claims such as for welfare benefits, Discretionary Housing Payment, and the Household Support Fund.

- Responsible for logging and appraising referrals for support and providing intensive support to a caseload of residents following referrals from internal and external agencies.
- Provide a high-profile responsive service to residents.
- Operate in a commercial environment to ensure brilliant customer care is provided with the outcomes including contributing to increasing resident satisfaction and sustaining tenancies.
- The job purpose includes working with other teams such as the Neighbourhood Team (who will also make referrals to the Tenancy Sustainment Officer) and working daily with external organisations such as debt advice agencies, credit unions, Law Centres, and other teams.

Description of duties:

- Provide an excellent service to tenants who have Assured Periodic Tenancies (formerly known as Assured Shorthold Tenancies) in the areas of Welfare Benefits (including Universal Credit), and other statutory and discretionary benefits, schemes, and options.
- Manage a caseload of residents, working with each to offer an individual and empowering service.
- To holistically assess a customer`s circumstances by conducting interviews, undertaking visits to customers in their homes and maintain accurate cases notes. Carrying out a risk assessment with each resident, highlighting any risks to themselves, their tenancy or others.

Assess need and formulate Support Plans for individual tenants with the broad aims of promoting independent living and sustaining the tenancy.

Regularly review support plans with tenants and in collaboration with other support agencies to ensure the appropriate type of support remains in place.

Regularly undertake a comprehensive assessment of tenants' support needs (as early as possible, including at sign up) to identify challenges and any issues that could pose a threat to the sustainment of their tenancy.

- Have expert knowledge of Housing Benefit, Welfare Benefits and Universal Credit to support and assist tenants with applications for welfare benefits and appeals, including complex welfare benefits cases and backdate requests. Support and assist residents with applications for grant funding to maximize income and help to manage urgent financial matters and short or longer-term financial hardship with the aim to maintain and sustain their tenancy.
- Refer vulnerable tenants to external partners and floating support to meet their longer-term support needs and signpost those tenants who are no longer able to live independently to other agencies or to different housing solutions.
- Identify where residents require referrals to advice agencies and additional support including Social Care. Lead on identifying, setting up, and chairing meetings with external agencies as part of ensuring the support plans for residents are delivered. Demonstrate knowledge and skills that will enable a comprehensive understanding of options to resolve complex case enquiries such as those covering a wide range of services and agencies.
- Provide training to staff in the team such as training new starters as directed by the Rental Income Team Manager. Lead on training interns and implement the intern Learning and Development Plan.
- Meet key personal and team targets and objectives that will be reflective of a dynamic commercially driven team with a skill set to maximise collection of the annual debit of approximately £44m (based on the 2025/26 financial year for all homes), including delivering fantastic teamwork. This will include meeting caseload targets and targets for additional income gained for residents.
- Provide comprehensive and effective communication via, for example, email, letter, WhatsApp/text messages, and telephone calls.
- Promote opportunities to residents that will support offering training, apprenticeships, work experience, and other opportunities to gain employment.
- Monitor and maintain comprehensive records of all work conducted on rent accounts, providing statistical, analysis and other reports as required.
- Contribute to the management of complaints about the service within all company timescales.
- Develop and maintain strong links between the Rental Income and other teams both across the group of companies and with external partners.
- Attend resident association meetings including occasional evening meetings where you will represent the Rental Income Team and demonstrate the knowledge and skills to answer a wide range of resident questions.
- The post holder is required to undertake such duties as may be reasonably expected within the scope and grading of the post.

1. Civil and Other Emergencies

Support the companies in planning for and responding to emergencies using skills/expertise of the post holder, and in accordance with the emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans.

2. I.T.

Use the company’s office-based and mobile IT services for the input, access and transmission of information using the appropriate level of information security and classification using electronic mail, diaries, word-processing, spreadsheets, and databases as well as any specific job-related applications as required to perform the duties of the post.

3. Information Management

Comply with information rights legislation and the companies’ data quality standards by applying information management related policies. Report instances of non-compliance, errors, omissions, or inadequacies in procedures to the business unit manager.

4. Equal Opportunities

Know and adhere to the companies’ equal opportunities policy and equalities legislation and implement in relation to job responsibilities in employment and service delivery.

5. Health and Safety

Take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work, in accordance with the Health & Safety legislation.

To ensure full compliance with the Health and Safety at Work Act 1974, relevant Reside Health and Safety Policies both for people and in the management of Reside housing stock.

6. Other

Work under the company’s hybrid smart working policy and timesheet to assist in providing value for money to clients. This includes working from the office for three days a week and home working two days a week.

To be able to work out of normal contracted hours, including some evening and weekends as required.

Any other duties as required that are commensurate with the post.

I agree to the above job description:

Post Holder..... Date.....

Director..... Date.....

PERSON SPECIFICATION

POST: TENANCY SUSTAINMENT OFFICER

Part One

Qualifications and experience

- A comprehensive understanding and knowledge of housing and other relevant legislation, the regulatory framework which governs housing, associated case law, Welfare Reforms and legislation for Assured Periodic Tenancies (formerly known as Assured Shorthold Tenancies), Shared Owners and Leaseholders.
- Experience of income management in a private rented sector/social housing environment and of dealing successfully with the challenges to which this can give rise.
- A comprehensive understanding and knowledge of welfare benefits policy and legislation.
- Experience of suggesting sustainable arrangements for residents to repay rent arrears that will be agreed with the Rental Income Support Officer responsible for the rent account.
- Experience of using and maintaining financial records and IT systems and of producing and reporting on management information.
- Experience of working in an environment requiring the delivery of outstanding customer service and of effectively dealing with customers face-to-face, which includes home visits.
- Evidence of working as an effective team player and building and maintaining effective relationships with colleagues.
- A record of successfully engaging with others and building positive relationships with a variety of stakeholders such as external advice agencies.
- Evidence of promoting equal opportunities.
- A successful track record of contributing to continuous improvement for organisational performance, reduce costs and deliver increasing customer satisfaction.
- Educated to "A" level or NVQ Level 3 or with equivalent experience. A housing qualification would be an advantage but is not essential.

Part Two

Skills and abilities

- Able to listen to and assimilate information provided by residents and colleagues quickly and unambiguously.
- Able to collaborate with colleagues.
- Able to plan and prioritise workload without close supervision.
- Able to take the initiative to lead on and resolve complex queries.
- Able to write and present reports and deal effectively with correspondence.
- Able to make accurate and timely reports on the outcomes of casework.
- Ability to communicate effectively with all company stakeholders.
- Able to demonstrate behaviours that support Reside's **foundations** and **principals**.

Personal Style

- Driven by results. Professionally credible.
- Takes responsibility.
- Sensitive and sympathetic to personal circumstances. Committed to customer service.
- Open-minded and adaptable. Open to continuing to learn and develop.
- Resilient and persuasive

RESIDE'S FOUNDATIONS

Our foundations are built upon a unique heritage that honours the past while embracing the future. Formed in 2011 by the London Borough of Barking and Dagenham to help address the housing needs in the Borough, we recognise the pioneering political vision and ambition that brought us into being, and we strive to replicate the spirit of the Becontree Estate in a contemporary context. We are the local landlord of this generation; modern, agile, and exemplary; trailblazing a new model for how we manage our homes that others aspire to follow.

We are BD Reside, where heritage meets innovation, and community thrives.

RESIDE'S PRINCIPLES

Resident Focus

We put residents at the heart of everything we do.

- We seek to understand our residents' journey and recognise their needs.
- We will provide empathetic and proactive support and be honest in all our interactions with residents.
- We will engage with residents through forums and support groups, always seeking to learn and improve based on their feedback.
- We will not ignore residents or fail to communicate effectively with them.
- We will not treat residents in a way that we would not expect to be treated ourselves.

Engage

We encourage residents and our employees to engage in decision making processes to ensure their needs and aspirations are met.

- We will listen to views residents and staff and use insights to support decisions and enhance services.
- We proactively create platforms for engagement, ensuring residents and staff have clarity on how to engage and ensure we are approachable, so residents and staff feel comfortable participating.
- We will be transparent and explain the reasons behind our decisions and will provide feedback on suggestions and actions taken.
- We will not treat surveys as mere tick-box exercises
- We will not ignore the best ideas from the front line or fail to build relationships.

Support

We ensure residents and our employees know where to go to for support, and when they ask for help, they get it.

- We support staff and residents with an open and a non-judgemental mindset, ensuring that help is not just a number.
- We will provide cultural support, including translators, and ensure front office representation to meet diverse needs.
- We will reflect and learn from both successes and failures, understanding that everyone has different support needs and perspectives.
- We will not engage in a blame culture or be judgmental, recognising that we may not have the full picture.
- We will not fail to deliver on our promises, ensuring that we provide the support we commit to.

Innovate

We innovate and improve; by challenging the way we do things, encouraging new ideas and better ways of working.

- We will listen to and value new ideas from all staff, embracing change and challenging the status quo.
- We will create a safe space for creativity, encouraging dynamic and brave thinking, even if the ideas seem silly at first.
- We will continually review and refine our systems and processes, incorporating feedback and always seeking to improve and innovate.
- We will not be afraid to do something new or capitalise on a good idea from elsewhere.
- We will not dismiss new ideas or fail to empower our people to achieve their best.

Deliver

We focus on delivery, owning problems and being proactive in finding solutions, achieving best outcomes for our residents and Reside.

- We will set clear objectives, targets, and outcomes, and adhere to standards and timescales to achieve the best outcomes for our residents and Reside.
- We will take ownership of problems and proactively find solutions, ensuring we deliver on our promises in a professional and respectful manner.
- We will work together and seek help from colleagues to ensure issues are resolved quickly.
- We will not promise what we can't deliver or ignore the needs and concerns of our residents.
- We will not fail to meet safety standards or work in silos.

Efficient

We make our day-to-day transactions efficient and easy. Getting things right first time and providing good quality homes that we are proud of.

- We will have clear and effective systems and processes that all staff and resident understand.
- We will recognise the skills of our staff and give them autonomy to do the best job they can.
- We will provide timely communication and manage expectations when required.
- We will not micromanage
- We will not fail to provide the necessary tools for our staff to do a better job