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London Borough of Havering Job Profile

Job Title: Tenancy Audit Officer	Directorate: Housing Services
Service/Section: Housing / Housing Demand Service	Post Number(s): Job Evaluation Number:
Grade: G5	Date last updated: June 2020 Date of last Evaluation: June 2020

Main Purpose of the Job/Key Objectives:

Tenancy Audit Officer responsibilities include:

- Ensuring properties are maintained and they have no care or neglect issues
- Recording and detailing unapproved works or adoptions to properties
- Reviewing tenants personal circumstances and update information that might influence housing application register
- Identifying tenancy fraud, non-authorized sub lettings or occupiers
- Review identity of tenant and occupants
- Report any safeguarding issues in accordance with the safeguarding policy
- Carry out any necessary referrals to supporting agencies to support the tenant
- Provide tenancy audit data as required

Job Context:

1. This post is an 18 month contract.
2. The post holder reports to the Homeless Accommodation Manager.
3. The post holder has no line management responsibility.
4. The post covers a 36 hour week, with the occasional requirement to work outside 'normal' office hours.

Key Accountabilities and Result Areas

Key Result Area	Expected End Result
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Responsible for People Management.	<ul style="list-style-type: none"> • No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.
Responsible for Operational Service Delivery.	<ul style="list-style-type: none"> • To work with households living in temporary accommodation to sustain their tenancies. • To work with key partners and stakeholders to identify tenancy fraud and sub-letting • To carry out visits to temporary accommodation households • To effectively complete and record tenancy audit form and update the Councils case management system • To maintain accurate written and computer records, reports, & other monitoring information as required in connection with the various duties undertaken, and keep other records necessary to provide an adequate management information data base • To organise and administer a case load, identifying priorities and deadlines and ensuring systematic progress is made on each case. • To make all necessary referrals to relevant services or departments, including the Council's tenancy fraud team, Social Care services and other relevant departments, and investigates high need or exceptional cases. This may include preparing reports for the relevant Panels where required. • To deal with enquiries, complaints and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman and other housing providers, in line with the Council's complaints and enquiries procedure. This may include preparing information to support court cases for which the post-holder is responsible. • To establish and maintain close links with other teams and stakeholders to provide support
Proactively support the delivery of Resident & Community Contribution.	<ul style="list-style-type: none"> • To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'. • To provide holistic, informed and accurate housing advice which is "right first time", to all approaches to the service. • To support, coach and empower residents to independently assess and manage their own housing situation and make informed choices.
Responsible for Service Planning & Development	<ul style="list-style-type: none"> • To maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

Responsible for Financial & Resource Management .	<ul style="list-style-type: none"> To demonstrate cost-consciousness and identify any cost effective changes to own way of working.
Support Continuous Improvement .	<ul style="list-style-type: none"> To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers. To share information and consult with other services (particular reference to Adult Social Care & Children's services) in order to develop methods which will deliver the best outcome for clients and the council.
Contacts - Build Effective working relationships both inside and outside the organisation.	<ul style="list-style-type: none"> Any role specific responsibilities. Council wide where appropriate in particular to engage with Adult Social Care and Children's Services to deliver a seamless service where appropriate. External - Including but not limited to: DWP; Rent Officers; Solicitors; Estate Agents; Accommodation Agencies; Housing Associations & RSLs; Probation Services; Voluntary Agencies; CABs; Health Care providers & CSU/CCGs.
Delivery of Additional responsibilities .	<ul style="list-style-type: none"> Complete other reasonable tasks in order to fulfil role purpose or as instructed by management. To carry out all necessary tasks in order to conclude casework promptly in keeping with the council's processes, current legislation and relevant case law.
Responsible for Key Performance Indicators .	<ul style="list-style-type: none"> Specific targets and objectives will be set on an individual bases as part of your individual Performance Plan.

Additional Requirements:

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training. You will meet these expectations.
- You comply with Health and Safety Regulations associated with your employment.
- You are aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- You will treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- You will demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- You will deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.

Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace.

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	B	<ul style="list-style-type: none"> • Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication • Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others. • Summarises information to check understanding • Expresses thoughts and ideas clearly and consistently and objectively discusses options • Approachable and responsive to people's needs
Delivering excellent customer service	B	<ul style="list-style-type: none"> • Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs • Analyses and understands delivery and range of services, providing solutions to individual customer needs • Develops and maintains constructive relationships with customers • Takes pride in delivering high quality services and seeks to expand own skills • Constantly questions "how will this benefit the customer?" • Seeks customer feedback to identify ways to improve customer experience
Managing Personal and Organisational Change	B	<ul style="list-style-type: none"> • Is open to new ideas and takes account of other people's points of view and ideas. • Contributes positively to the change process and sees change as an opportunity to improve performance and customer service • Recognises the impact of change on others and supports them through it • Uses an awareness of the bigger picture along with common sense to interpret and implement policy. • Identifies opportunities for change • Learns from experience and others and uses opportunities to acquire new skills and improve knowledge
Respecting Others	B	<ul style="list-style-type: none"> • Acknowledges and values the positive contribution that everyone can make • Demonstrates integrity at all times • Considers impact of own actions and tries to cater for the differing needs of others

		<ul style="list-style-type: none">• Acts as a role model sets a personal example of good equalities practice at all times• Challenges inappropriate and discriminatory behaviour• Understands different learning and personality styles and preferences• Respects confidentiality wherever appropriate• Acts upon concerns about discrimination or inequality of opportunity• Applies consistent standards of service and response
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**London Borough of Havering
Person Profile**

Job Title: Temporary Accommodations Complex Needs Officer

Requirements	Essential (E) Desirable (D)	* Method of assessment
<p>1. Qualifications:</p> <p>Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or relevant experience.</p> <p>Be numerate and literate</p>	<p>D</p> <p>E</p>	<p>A</p> <p>A</p>
<p>2. Statutory or Role Specific Requirements:</p>		
<p>3. Experience:</p> <p>Experience working in a busy front facing customer focused environment to give advice and information to vulnerable customers.</p> <p>Experience of effective multi-disciplinary working.</p> <p>Experience of working on defined operational projects, working to tight deadlines and objectives with minimum supervision.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>4. Knowledge & Skills:</p> <p>Ability to have or acquire knowledge an excellent working knowledge of all elements of housing needs: housing advice, homelessness prevention, property allocation and choice based lettings.</p> <p>Ability to have and maintain a thorough and up to date knowledge of relevant policy and strategy areas, including, but not exclusively:</p> <ul style="list-style-type: none"> a. Havering's housing strategy and related sub strategies, b. Havering's social housing allocations policy, c. The Homeless Reduction Act 2017 d. The Housing Act 1996 Part VI e. Codes of guidance from central government f. DWP guidance on personal and housing benefits. <p>A good working knowledge of housing benefit rules, and of the supply and demand issues related to public sector and private housing in an inner London council</p> <p>Excellent communication and negotiating skills</p> <p>Ability to manage competing work demands methodically to achieve targets and meet changing demands and priorities</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I</p>

<p>To be a confident, engaging communicator, able to positively handle contact with clients from a range of backgrounds and with complex needs.</p> <p>Have the ability to build and maintain a good understanding of wider council and department objectives, services and initiatives and an understanding of how these interface with delivery of housing needs services.</p> <p>The ability to handle conflict, or potential conflict situations with clients who may be distressed, dissatisfied or potentially aggressive/ violent and maintain positive working relations.</p> <p>The ability to build & maintain a thorough working knowledge in using data and case management systems to ensure data quality and effective sharing of work.</p> <p>Proven ability to work with several software applications in conjunction, and proficiency in Microsoft and database use.</p> <p>Ability to handle and respond to customer complaints clearly and comprehensively in keeping with the council's service standards.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I</p> <p>I/T</p> <p>A/I</p>
<p>5. Working Conditions/Circumstances:</p> <p>You may be required to work out of normal office hours on a rota basis.</p>	<p>E</p>	<p>A/I</p>

* Application (A), Interview (I), Test (T)