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**JOB TITLE:** Tenancy Support Officer

**SALARY:** £31,586 - £34,751 (37 hours per week)

**What is the role?**

To assist our customers who have been placed in temporary accommodation to maintain their tenancy and provide support and advice to enable them to move on to more suitable long-term accommodation. To assist our customers who have been provided with accommodation in the private rented sector through the Farelets Scheme to maintain their tenancies. To help our customers maximise their income and improve their budgeting

You will:

* Provide initial resettlement service to customers taking up new tenancies which will include practical assistance in acquiring household goods and the connection of utilities
* Assess each customer’s needs and agree individual support plans to enable them to maintain their tenancy
* Help customers to budget effectively, including assisting with applications for, or refusals of, welfare benefits
* Support customers with complex needs by making referrals to appropriate statutory and voluntary agencies
* Work with charities and trusts to obtain funding to assist with hardship and reduce debts
* Advise customers of their rights and responsibilities as set out in their tenancy agreement and assist with resolving disputes
* Carry out regular inspections of customer’s homes to ensure they are maintaining their properties and assist with reporting repairs where necessary
* Provide guidance and assistance on rent payments and advise on strategies for dealing with rent arrears and other debts if appropriate
* Monitor rent arrears and liaise with landlords where necessary

You must make sure you follow and promote the Council’s values, policies and procedures.

You must maintain confidentiality and present a professional image at all times.

**Who is the Person?**

**It is important to us that you have:**

* Experience of working with individuals who have complex needs, such as people with mental health conditions, addiction and substance misuse problems and issues arising from sleeping rough
* The ability to deal with difficult situations sensitively and implement sound solutions to problems
* Knowledge of homelessness/housing law, landlord/tenant responsibilities and welfare benefits
* Administrative experience and excellent ICT, attention to detail and written skills.
* Good numeracy skills.
* The ability to communicate effectively with colleagues.
* The ability to organise and manage your own priorities and workload.
* A full driving licence to travel to properties and customer visits

**Last Updated: Dec 2024 - Let us know if you need adaptations to carry out any of the above due to a substantial and long term disability.**