# Job Description

# Tenancy Sustainment Assistant

**Role Profile**

**Service/Team** \_ BCP Homes

**Reports to** \_ Senior Tenancy Sustainment Officer

**Responsible for** \_ n/a

**Number of posts** \_ one

**Post number** \_

**Career Grade** \_

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring I help people to resolve their housing circumstances.

**Job Overview**

* To provide an excellent housing related support service to BCP residents. To support and administer the triage process into tenancy sustainability services.

## Key Responsibilities

1. Screen the referral information forms to accurately populate the vulnerability assessments as part of the triage process.
2. Accurately record the vulnerability information to enable interrogation of the data.
3. Upload the vulnerability data on the Housing Management Database.
4. Complete lower level and short-term support that assists in delivering BCP’s objectives, such as food bank referrals, assistance with applying and bidding on Dorset-Homechoice and help with correspondence.
5. Assist Tenancy Sustainment Coordinator in providing performance information.
6. Assist with developing the service and look for opportunities for improvement.

## Organise and administer BCP Tenancy Sustainment case conferences.

1. Promote the service and ensure fair access is available to all possible users.
2. Support and assist the Sustainment Team with signposting to other agencies.
3. Build relationships with statutory services customer service teams.
4. Provide information and advice on all services available including incentives to move for under-occupiers and community engagement opportunities.
5. Deal with all general enquiries about the team.
6. Provide budget information and performance indicators, as required.
7. Undertake other administration duties as requested.
8. Maintain personal and professional development to meet the changing demands of the job and participate in appropriate training activities.
9. Undertake such other duties as may be required from time to time, commensurate with the level of the post.
10. Comply with all decisions, policies of BCP Council and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.

## Specific Qualifications and Experience

* Administrative experience in a customer focused environment, including customer liaison
* Experience of working with vulnerable people
* Housing database experience advantageous
* Good standard of general education, including Maths and English and Microsoft Office
* Minimum 2 A levels or NVQ level 2/3 in Business Support

## Personal Qualities & Attributes

1. Customer focused with excellent interpersonal skills
2. Excellent written and verbal communications skills
3. Able to work as an effective team member
4. Self-motivated with the ability to use own initiative
5. Able to use own initiative and be flexible and responsive to a changing workload
6. Good literacy and numeracy skills
7. Well organised with the ability to work accurately and neatly under pressure and to tight deadlines
8. Able to take an innovative and flexible approach to problem solving
9. Ability to negotiate with third parties such as statutory agencies
10. Excellent IT skills including Microsoft Word, Excel, Outlook and Internet
11. An interest in or understanding of Social Housing or Supported Housing
12. Willing to constantly improve for both personal and service benefits
13. Positive attitude towards equality and diversity issues
14. Committed to excellent service provision

## Job Requirements

* Basic DBS check

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.