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| **Job Description tenancy ENFORCEMENT CASEWORKER** |

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| **Directorate** | Neighbourhoods | **Post Number** |  |
| **Team** | Tenancy Enforcement | **Grade** |  |

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| **Job Purpose** | Assisting with the provision of a high quality tenancy enforcement service to tenants and residents; ensuring strong relationships are developed with partners and cases progress to allow robust enforcement action to be taken when needed.  Support Locality teams to deliver excellent customer focused services. |
| **Special Requirements** | Attendance at evening meetings if required |
| **Responsible to** | Business Manager (Neighbourhoods) |
| **Responsible for** |  |

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| **Main Duties and Responsibilities** |
| 1. Provide a comprehensive, high quality tenancy enforcement service to tenants and residents across the borough; working collaboratively with partner agencies and colleagues to resolve tenancy breaches requiring or likely to involve enforcement action. 2. Build strong and effective relationships with customers; ensuring their needs are fully understood and behavioural issues affecting tenancies are tackled effectively using the full range of tools and powers available. 3. Assist with the provision of guidance, support and training to colleagues on the options and remedies available to minimise harm and protect customers, neighbours and the wider community. 4. Investigate tenancy breaches where required, including gathering evidence, agreeing remedial action and monitoring compliance. Utilise and apply mediation techniques to achieve effective resolution, as required. 5. Act as point of contact for Greater Manchester Police and other partner agencies in relation to tenancy breaches, ensuring good relationships are maintained and ongoing support is secured. Review intelligence, data and other information provided by partner agencies relating to tenancy breaches, assess risk, take remedial action as required, including signposting to others where appropriate. 6. Build and maintain effective relationships with partner agencies, representing the company at case conferences and multi-agency panel meetings, agree terms, actions and seek sanctions, as appropriate. 7. Identify, support and make appropriate referrals to reduce harm, protect witnesses and safeguard people’s interests. Reassure witnesses and communities, as appropriate. 8. Prepare case files for tenancy breaches requiring legal intervention, including gathering and reviewing evidence provided by colleagues. Take and draft witness statements, as appropriate. 9. Provide evidence at Court and to Panel Hearings on cases as required. 10. Install noise monitoring equipment, interpret data and present findings as appropriate. 11. Work closely with colleagues from across the company to reduce tenancy breaches and enforcement action. 12. Contribute to the development and delivery of team plans, policies and procedures. Ensure performance targets and high standards of service are met at all times. 13. Assist with the training of colleagues and share knowledge, experience and best practice to ensure efficient and effective service delivery. 14. Act in the best interest of the company at all times.   The post holder will be required to carry out any other duties commensurate with the role. |

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| **Date Created/Amended** | | 17 May 2017 | |
| **Post holder** | **Signed:** | | **Dated:** |
| **Manager** | **Signed:** | | **Dated:** |

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| **Company Values** | |
| All employees of Six Town Housing are required to adhere to and actively promote our company values in the way in which we work with each other, our customers and partners | |
| **In it together** | * together in partnerships * working together to make a difference |
| **New ways** | * of thinking * of working |
| **Self aware** | * and improving * taking responsibility |
| **Proud** | * to work for Six Town Housing * of what I do |
| **I can** | * do better than I ever imagined * make things happen |
| **Respect** | * each other * differences |
| **Excellence** | * in everything |

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| **person specification - tenancy enforcement CASEworker** |

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| **Directorate** | Neighbourhoods | **Post Number** | |  | |
| **Team** | Tenancy Enforcement | **Grade** | |  | |
| **Criteria** | | | **Essential /**  **Desirable** | | **Method of assessment** |
| **Qualifications** | | |  | |  |
| Appropriate housing qualification or relevant housing experience. | | | D | | Production of certificate |
| **Knowledge and experience** | | |  | |  |
| 1. Experience of working in a social housing or customer services environment, with a proven track record of delivering excellent customer services. 2. Experience of dealing with tenancy enforcement matters and taking enforcement action. 3. Working knowledge and application of relevant legislation relating to tenancy enforcement, including anti social behaviour. 4. Knowledge and experience of Court proceedings, including preparing statements and presenting evidence. 5. Experience of multi-agency working, including attendance at case conferences. 6. Ability to work alone, with experience of making good decisions without reference to others. 7. Ability to prioritise and focus on what’s important - assessing what is needed to achieve goals and resolve competing priorities in a timely manner 8. Experience of preparing case files, gathering and reviewing evidence using relevant ICT systems. | | | E  D  E  D  E  E  E  D | | Application form / interview  Application form / interview  Application form / interview  Application form / interview  Application form / interview  Application form / interview  Application form / interview  Application form / interview |
| **Skills and abilities** | | |  | |  |
| 1. Always act with the customer in mind to seek appropriate outcomes. Able to deal with customers effectively and sensitively in sometimes challenging situations. 2. Ability to listen, advise on technical issues and willing to have honest and difficult conversations to achieve desired outcomes. 3. Good influencing and relationship building skills with a focus on doing what is right. Able to negotiate, agree terms and develop good working relationships with customers, Courts and partner agencies 4. Ability to communicate effectively, explaining information and presenting facts clearly and in detail to various audiences, requiring good oral and written communication skills 5. Independent and self motivated, with an ability to manage own workload while working collaboratively with colleagues. 6. Can cope with uncertainty and change, with the ability to adapt to fluctuating workloads and situations. Able to assess risks and act without having the full picture. 7. Self aware; seeks feedback and gains insight from mistakes and is receptive to others’ opinions. 8. Resilient with proven experience of managing a busy and varied workload. 9. Ability to analyse information and draw sound conclusions to complex problems based on a mixture of logic, knowledge, experience and judgement. | | | E  E  E  E  E  E  E  E  E | | Interview / assessment  Interview / assessment  Application form / interview  Interview / assessment  Interview / assessment  Interview / assessment  Application form / interview  Interview / assessment  Application form / interview |
| **Other** | | |  | |  |
| Willing to work flexibly and adapt to different ways of working to reflect local and regional changes. | | | E | | Interview / references. |