



# barcud

## Job Description

### Cynnal Sustaining Tenancy Officer

All criteria are Essential unless indicated otherwise

**Reports to:** Senior Cynnal Officer

**Responsible for:** a/a

**Overall Job Purpose:**

Provide a high-quality, customer focused Tenancy Sustainment service that enables Barcud to meet its business objectives and the needs of its tenants.

**Key Responsibilities –**

**Tenancy Sustainment:**

- Provide a professional high quality, comprehensive and customer focused Tenancy Sustainment service with particular emphasis on customer care in accordance with the Association's policies and procedures.
- Provide support to tenants struggling to financially maintain their tenancies, noting eligible welfare benefit entitlements in order to maximise income including undertaking visits and directing tenants to external organisations for further help.
- Seek and implement opportunities to makes tenants more resilient, including the utilisation of external partnerships.
- Advise tenants as required on Welfare Benefits available to them, keeping updated with changes in legislation.
- Assist tenants with Welfare Benefit applications as needed
- Ensure that Welfare Benefit records including outcomes are up to date
- Assist Housing Officers with new tenancies as required to ensure prospective tenants incomes are maximised and rents affordable.
- Foster strong relationships with Barcud's partners and external agencies, including Local Authorities and Department of Works and Pensions and updating information as necessary.
- Encourage completion of Cynnal survey forms by tenants
- Assist with the Welfare Benefit Reform Strategy reviews
- Assist tenants and community groups within Barcud to access funding, financial aid and welfare, particularly by working alongside the Housing Officers.
- Contribute to the development of income recovery strategies and action plans.
- Support the development and implementation of Tenancy Sustainment processes, systems and procedures within Barcud IT system

- Raise awareness of Tenancy Sustainment initiatives , including income maximisation strategies
- Attend internal and external meetings as required
- Support the Cynnal Team West during busy periods.
- Deputise for the Senior Cynnal Officer when required.

#### **People:**

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

#### **Corporate**

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

*This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.*



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## Personal Specification

### Cynnal Sustaining Tenancy Officer

This person specification details the experience and skills for the position of Cynnal Sustaining Tenancy Officer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

#### Qualifications

- Educated to A Level standard or equivalent, including English Language at GCSE level.
- Educated to degree level in relevant discipline, or equivalent professional experience.
- A recognised relevant professional qualification, particularly from the Chartered Institute of Housing. (D)
- Full driving licence.

#### Experience

- Delivering a Housing Management service that is high-quality and customer focused.
- Providing guidance and advice to a variety of audiences, including vulnerable groups.
- Working closely with communities to improve their resilience.
- Advising individuals on matters on Tenancy Sustainment. (D)
- Raising awareness for initiatives.
- Fostering strong relationships with a range of external stakeholders.
- Maintaining thorough and accurate records.
- Public sector or Housing Association experience.

#### Skills / Knowledge

- Good understanding of the scope of Tenancy Sustainment services and common challenges in delivering this service.
- Knowledge of current legislation and national policies relating to Tenancy Sustainment.
- Willing to learn Welsh to ALTE level 3 within 2 years (if not already a Welsh speaker).
- A strong commitment to a people focused culture.

- Ability to promote equality and diversity in all aspects of employment and service delivery.
- Sound numerical, reasoning and written communication skills.
- Ability to manage, develop and implement processes, procedures and systems relating to tenancy management, sustainment and income.
- Able to set appropriate and challenging performance targets for self.

I have read, understood and agree to the above job description and person specification

**Name** \_\_\_\_\_

**Date** \_\_\_\_\_

**Signature** \_\_\_\_\_