
JOB DESCRIPTION

Job title	Tenancy Enforcement Administrator	Directorate	Housing
Location	Hybrid, with a weekly presence in our Rushden, Peterborough & Boston offices	Line manager	Tenancy Enforcement Team Leader

PURPOSE OF THE JOB

- To support and deliver a full and comprehensive tenancy enforcement administrative service. This will contribute to delivery of an excellent and innovative customer focused service that achieves Longhurst Group's core objectives.

KEY TASKS AND RESPONSIBILITIES

- To effectively use ICT systems to provide an excellent administration service to colleagues.
- To monitor the Tenancy Enforcement team dashboards and co-ordinate incoming emails, phone calls and post, respond appropriately or distribute to the relevant team member.
- To monitor the team Outlook email inbox and respond appropriately or distribute to the relevant team member.
- To undertake administrative projects as required, such as completing timelines required for reviewing cases prior to legal action.
- To complete enforcement approval forms.
- To book evictions when instructed by the Tenancy Enforcement Officer, Team Leader or Manager. This includes ensuring that the lock change is requested on the system and sending the confirmation letter to the tenant.
- To generate and send Injunction warning letters when requested by the Compliance Team.
- Monitor the 'noise app', review recordings received and update the case.
- Monitor and review starter tenancy checks and conversions, updating the case and sending letters to extend or convert.
- To use the finance system to raise purchase orders and receipt against invoices received.
- Support the Tenancy Enforcement Manager, Team Leader and Officers with any other administrative tasks required, this may include generating letters or minuting meetings.

SCOPE AND IMPACT

Scope:

- Complete starter tenancy checks from 9 months to conversion to ensure adhering to terms of tenancy agreement.
- Liaise with internal departments to complete checks at months 9-11 and prior to conversion at month 12.
- Extend starter tenancy if tenant(s) is not adhering to terms of tenancy agreement.
- Liaise with internal departments to complete checks at months 12-17 and prior to conversion at month 18.
- Monitor the "Noise App", review recordings received and update the case within 5 days of receipt.
- Arrange evictions as directed within 1 day of receipt of task.
- Generate and send injunction warning letters when requested within 1 day of receipt of task.
- Producing Purchase Orders and Processing Invoices ensures that services used by Tenancy Enforcement are completed within a timely manner.

Impact:

- Failing to complete the required checks will result in starter tenancies converting that are potentially in breach of their tenancy agreement.
- Liaising with internal departments for the required checks will ensure that each department is working cohesively to achieve the desired outcome.
- Reviewing and responding to Noise App recordings improves the customer journey and ensures that the open ASB or Neighbourhood Management Case is updated timely so that appropriate response and action can be taken.
- Arranging the evictions in a timely manner ensures that the right services are at the eviction so as to not cause any delays or issues with the process.
- Warning letters being generated timely ensures that the customer has adequate notice of the arranged appointment, ensuring that the works are carried out as required.

KEY RELATIONSHIPS

- Housing Services, Income Management, Tenancy Enforcement.
- RH Environmental – Noise App developer.
- Line Manager – Adam Eden (Tenancy Enforcement Team Leader).

PERSONAL SPECIFICATION**Tenancy Enforcement Administrator**

The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

QUALIFICATIONS

- 5 GCSEs (Level 4-9), or equivalent and to include passes in Maths and English.

EXPERIENCE

- Good knowledge and experience of Microsoft Office packages, including Word, Excel and PowerPoint.
- Strong administrative skills.
- Skilled in customer service to provide an excellent service to internal and external customers and stakeholders.
- Understanding of tenancy enforcement processes including anti social behaviour tools and powers.

SKILLS AND COMPETENCIES

- Good written and verbal communication skills.
- Excellent organisational skills with the ability to work alone, using own initiative, and as part of a team.

CHARACTERISTICS

- Promotes equality of opportunity for all people as employees or customers.
- Promotes an environment where everyone can thrive and reach their potential.
- Recognises and values the diversity of the communities where the organisation works.

OUR VALUES



In it Together

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity.



Heartfelt Service

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



Own it

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



Pushing the Boundaries

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward.



Fun and Fair

We work hard, enjoy it and treat everybody equally with respect and honesty.

ADDITIONAL DUTIES CLAUSE

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying Local Authorities that the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

To be reviewed as part of the Job Description review process
