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Post:	Tenancy Advisor		
Last Version Date:	N/A		
Version No:	1	Version Effective Date:	

Position: Tenancy Advisor

Salary: £17500 40 hours per week
(This may include unsociable hours/nights & weekend working)

Overtime: Hours exceeding 40 per week are paid at normal hourly rate or time owed
Bank Holiday hours worked are at double time

Reports to: Head of Estates

Summary of Purpose

Assist residents/tenants to manage and sustain their tenancies successfully and to liaise positively with other agencies

To attend residential properties and ensure the properties and grounds are well kept.

Co-ordinate the property register to report lets, voids and unlettable properties.

Be the first point of call for tenants


Signposting tenants to internal projects and external agencies/providers

To build positive relationships with residents and local business in the area and to provide information and practical assistance to them.

This post will require occasional weekend, nights and Bank Holiday working.

Main Duties/Responsibilities

- To attend residential premises & grounds on a regular basis throughout your shift ensuring all required paperwork is completed neatly and accurately detailing full records and information
- Report maintenance issues to the Estates Team
- Deal with tenant queries.
- Liaise with the police/emergency services/ regarding any arising issues
- Prepare detailed Tenant and Property reports to Line Manager and Head of Estates
- Provide high quality customer service at all times
- Maintain the property register
- Property handovers, handbacks and inspections
- Pre and Post tenancy management

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- Assist with the letting of void properties
- Collate service charge information.
- Provide support on sign ups, household budgeting and prevention of Anti-social behaviour.
- Monitor and record any disturbances / vandalism and report any severe damage immediately and seek necessary back up
- Undertake basic administration duties.
- Ensure all Health & Safety notices are adequately displayed in sites or properties in which building work is currently in operation
- Ensure you follow all Health & Safety procedures and understand all Risk Assessments for the post
- Work with the Health & Safety team to develop and maintain effective Risk Assessments and ensure they are monitored/updated and reviewed.
- Be willing to undertake appropriate training for the post
- Be flexible, trustworthy, honest and reliable
- Be smart, polite & professional at all times
- To carry out other duties which may, from time to time be requested by Line Manager
- Willingness to work bank holidays/unsociable hours and night shifts

General

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility


The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.

The post holder must be flexible to ensure the operational needs of GDT and partnership organisations are met. This includes undertaking duties of a similar nature and responsibility as and when required.

GDT is committed to safeguarding and promoting the welfare of every child, vulnerable adult and service user and expects all staff and volunteers to share this commitment and participate in training as required. The post holder shall comply with measures that are introduced to ensure equality of opportunity and non-discrimination and will be expected to promote and follow all current Goodwin Development Trust policies and procedures.

It is GDT's policy that all staff, volunteers and trustees must undergo a Criminal Record Bureau (CRB) check prior to recruitment and every 3 years thereafter.

The Health & Safety at Work Act (1974) and other legislation places responsibilities for Health & Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health and Welfare of him/herself and other employees in accordance with legislation and GDT specific Health & Safety policies and procedures. It is the responsibility of the individual to inform the Health & Safety Department and their line

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manager (In Strictest Confidence) of any health related issues which could affect their work duties and require measures to be implemented to ensure the postholder can carry out their duties safely.

Where the post holder is disabled every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If however, a certain task proves to be achievable then job redesign will be given full consideration.

It is the responsibility of the individual to inform the Health & Safety Department (In Strictest Confidence) of their medical history and any changes which could affect their work duties.

Person Specification

Technical Competencies (Experience and Knowledge) (Please also include here qualifications required to carry out the role)		Essential (E) or Desirable (D)
T1	Committed to working shifts including weekend and night work	E
T2	Good communication skills both written and verbally	E
T3	Ability to keep accurate records for legislative purposes and health and safety requirements.	E
T4	Current Disclosure & Barring Service Check	E
T5	Willingness to undertake relevant training	E
T6	Understand the requirement to work unaccompanied as and when necessary	E
T7	Flexible “can do” approach.	E
T8	Reliable, honest and trustworthy	E
T9	Ability to work with minimum supervision	E
T10	Good all round general education	E
T11	Hold a full clean driving license and access to a vehicle	E
T11	Health & Safety qualification	D
	Housing/property qualification	D
Core Competencies		Level
C1	Planning & Organisation	1
C2	Problem Solving & Decision Making	2
C3	Reliability	4
C4	Change Orientation	1

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C5	Report Writing	2
C6	Influencing, Persuasion and Negotiation Skills	2
C7	Communicating	3
C8	Customer & Client Service and Support	3
C9	Leadership & Management	1
C10	Team Work	3
C11	Creative and Strategic Thinking	1
C12	Financial Management	1
C13	Equality & Diversity	1
C14	Working Restoratively	2
C15	Health & Safety Knowledge & Experience	2


Mandatory Training Relevant to the Role (Training will be provided)

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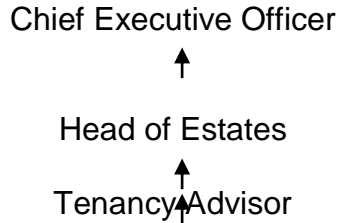


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Training	Essential	Desirable	N/A
Administration & Management of Medicines			X
Confidentiality & Data Protection			X
Conflict Management (Managing Aggression & Violence)		X	
Customer Services Training		X	
Drugs & Alcohol Awareness			X
Emergency First Aid at Work	X		
Equality & Diversity Awareness		X	
Fire Extinguisher Training		X	
Fire Safety Awareness / Fire Marshal Training		X	
First Aid at Work Appointed Person		X	
Food Hygiene Awareness / Food Safety			X
Health & Safety Awareness	X		
Health & Safety COSHH		X	
Health & Safety IOSH Directing Safely			X
Health & Safety IOSH Managing Safety			X
Induction to Care			X
Infection Control			X
Internal Verifier Trainer			X
ITQ Level 1 (IT Qualification)			X
ITQ Level 2 (IT Qualification)			X
Lone Working Procedures	X		
Manual Handling (Handling & Moving)	X		
Medication Awareness			X
Mental Capacity Act			X
Mental Health First Aid			X
Moving and Handling with Hoist			X
Moving People Safely			X
Paediatric First Aid (Early Years)			X
Performance Review Training			X
Restorative Practice (Introduction & Effective Circles)		X	
Safeguarding Adults			X
Safeguarding Children			X
Train the Trainer			X

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Department Structure



Review Arrangements:

<p>The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the job description will be revised from time to time and GDT will consult with the post holder at the appropriate time.</p>			
Version No:		Version Effective Date:	
Name employee:			
Signature:		Date:	
HR Department:			
Signature:		Date:	