

<b>ROLE TITLE</b>	Tenancy Services Officer – Response
<b>DEPARTMENT</b>	Tenancy services
<b>DIRECTORATE</b>	Customer Services
<b>RESPONSIBLE TO</b>	Tenancy Services Manager or Team Leader
<b>RESPONSIBLE FOR</b>	N/A

**ROLE PURPOSE –**

**Operational Delivery, Compliance, Performance and Quality**

Working as part of an office and field based team to deliver time limited tenancy work items as defined by Orbit policy and procedures including: Assignments, Evictions, Fixed Term Tenancy Reviews, Non-Access and Tenancy Audits.

To provide specialist advice and support to colleagues on all aspects relating to General Needs tenancies.

**ACCOUNTABILITIES / RESPONSIBILITIES**

- Work as part of a team as either a Resource Planner or Response Officer (Office or Field Based) to deliver and resolve tenancy related work items as defined by Orbit policy & procedures.
- Prepare and lead on injunctions for access without the need of legal support. Also represent Orbit as a professional witness in Court proceedings as appropriate.
- Proactively manage the terms of Orbits tenancy agreements and policies ensuring that these are adhered to by customers and that action to resolve issues is proactive and swift, sign posting customers to other departments and organisations as required.
- Proactively develop and sustain appropriate and positive working relationships with key stakeholders e.g. Local Authorities, Fire Service, Police Service and other providers in order to support the resolution of cases relating to Orbits role as a landlord.
- Maintain and continually develop knowledge and awareness of tenancy related matters. This includes case law, best practice, current legislation and national initiatives.
- Support an open, honest and collaborative culture across the service and wider business, supporting and coaching colleagues to be focussed on performance and achieving excellent outcomes.
- Take responsibility for personal development and as well as supporting colleagues to develop.
- Ensure that risks are proactively identified and managed, with regulatory and statutory requirements met or exceeded.
- Ensure that all financial, performance and personal targets are met.

- Champion the delivery of first class services with an ethos of *'right first time'*.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote diversity and equality of opportunity and customer care in compliance with organisational aims and objectives.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

**Personal:**

- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.

**KNOWLEDGE / SKILLS / EXPERIENCE / PHYSICAL REQUIREMENTS**

Essential	<ul style="list-style-type: none"> <li>• At least 3 years experience in successfully managing tenancy related matters</li> <li>• High level of knowledge in relevant legislation and best practice</li> <li>• Able to prepare case files and Court papers and prepared to present cases in Court without legal support</li> <li>• Experience of successfully delivering good outcomes through partnership working</li> <li>• Able to deal with difficult and challenging people</li> <li>• An innovative thinker with an ability to be flexible in approach in a busy and ever changing environment</li> <li>• Excellent verbal and other communication skills, including the ability to prepare reports</li> <li>• High levels of IT literacy</li> <li>• A flexible approach to working hours and location. Willing to perform any response team role – Resource Planner and/or Response Officer (Office Based) and/or Response Officer (Field Based)</li> <li>• Ability to travel across the business to meet the requirements of the role</li> <li>• Able to pass an Enhanced DBS check</li> </ul>
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COMPETENCIES		<i>Level</i>
Customer First	<ul style="list-style-type: none"> <li>Establish customer requirements and aim to meet these consistently in line with service standards and, where appropriate, best practice.</li> <li>Ensure a satisfactory resolution to customer problems.</li> <li>Recognise the important role the team plays in meeting customer requirements.</li> <li>Go beyond our day-to-day work to assist customers and go the extra mile.</li> </ul>	2
Honesty	<p><b>Be Self Aware</b></p> <ul style="list-style-type: none"> <li>Be self critical about my strengths and weaknesses.</li> </ul> <p><b>Communicate Well</b></p> <ul style="list-style-type: none"> <li>Adapt communications styles to suit different people and situations.</li> </ul> <p><b>Develop Ourselves</b></p> <ul style="list-style-type: none"> <li>Show I am able to learn and improve.</li> </ul> <p><b>Deal with Feedback</b></p> <ul style="list-style-type: none"> <li>Actively encourage and respond to feedback.</li> </ul>	2
Respect	<p><b>Value Diversity</b></p> <ul style="list-style-type: none"> <li>Actively promote respect, diversity, equality and fairness.</li> <li>Be empathetic and take account of individual's differences and needs.</li> <li>Address unacceptable language or behaviour.</li> </ul> <p><b>Communicate Well</b></p> <ul style="list-style-type: none"> <li>Check understanding and encourage challenge</li> </ul>	3
Excellence	<p><b>Achieve Results</b></p> <ul style="list-style-type: none"> <li>Assess and analyse my team's performance to find ways to improve.</li> </ul> <p><b>Embrace Change</b></p> <ul style="list-style-type: none"> <li>Contribute positively to change.</li> <li>Welcome change and respond positively to new opportunities and challenges.</li> <li>Help others to accept and adapt to change.</li> </ul>	2
Innovation	<p><b>Use our Initiative</b></p> <ul style="list-style-type: none"> <li>Be proactive and realistic about new ideas</li> <li>Explore and learn from other peoples practice and experience</li> </ul>	2

	<b>Problem Solve</b> <ul style="list-style-type: none"> <li>• Tackle problems early to stop them growing</li> <li>• Make logical, practical and effective improvements.</li> </ul>	
Partnership	<b>Work in Teams and Collaborate</b> <ul style="list-style-type: none"> <li>• Collaborate across teams and partners.</li> <li>• Promote the team and partnerships.</li> <li>• Contribute to initiatives and projects.</li> <li>• Provide and share knowledge, support and information.</li> </ul>	2
Leadership	<ul style="list-style-type: none"> <li>• Business Leaders and Operational Managers</li> </ul>	

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity.

Orbit requires all employees to read and adhere to Health and Safety policies and procedures.

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	