

Royal Borough of Greenwich

Job Description

Department: Neighbourhood Services

Section: Tenancy Services

Post Designation: Tenancy Support Officer

Purpose of the Job

To support the provision of a comprehensive, high quality customer focused range of services. Specifically encouraging and supporting community engagement, ensuring residents are able to benefit from the peaceful enjoyment of a well cared for environment and maximising income through the effective collection of rent, arrears and other charges.

1. To meet and exceed personal and organisational performance targets, objectives and service levels. Work towards supporting Greenwich Councils corporate and performance standards including its visions and values.
2. To ensure that all duties and activities are undertaken within the standards, processes and procedures set by department, council or governing bodies.
3. To provide effective coaching support to members of the team to enable them to maximise the performance and quality of their work

To be accountable to a Team Leader for:

Main Duties:

1. To be part of the Tenancy Support Team providing support and assistance to the Operations Manager, Income, and Community and Environment teams.
2. To be responsible for provision of tenancy services at multi-agency service delivery points, including unsupervised working at surgeries and other locations.
3. As the main point of contact within the office and at other local access points to provide a comprehensive response to callers, including but not limited to:

- Logging enquiry details
 - Giving advice information and direction
 - Issuing forms statements brochures etc
 - Raising orders and service requests
 - Making appointments for customers, contractors and officers
 - Conducting customer satisfaction surveys
 - Handling payments
4. To ensure customers are aware of their rights and responsibilities as occupants of Council accommodation, ensuring that the Council fulfils its statutory obligation to residents through the provision of advice on relevant legislation, Council policy, practice and procedure liaising with other sections and departments as appropriate.
 5. To provide advice and information on services provided by the voluntary and statutory sectors, liaising on behalf of callers as appropriate
 6. To prepare referral reports for the specialist teams and other colleagues on matters where follow up action/ intervention is required
 7. To identify opportunities for the development and improvement of the service and to assist in the collation and provision of statistics as required.
 - 8 To ensure that information literature is available in the office and at local service outlets and is relevant accurate and in a form that meets the needs of the intended recipient. Exploring opportunities for electronic storage and distribution
 9. To assist the specialist teams as directed and specifically to prepare arrears letters and first stage legal proceedings documents e.g. Notice Seeking Possession.
 10. To undertake rent accounting procedures including setting up and terminating tenants accounts, making authorised adjustments, effecting garage lettings and monitoring garage arrears
 11. To maintain garage / parking space waiting lists ensuring fair allocation in accordance with agreed policy.
 12. Check internal invoices for works procured from other sections/ departments as part of service level or other agreements.

13. To maximise the use of IT for the benefit of the customer and specialist teams including the use of word processing and spreadsheet packages, inputting data and producing reports as necessary.
14. To create and maintain the teams' administrative systems including electronic filing systems ensuring the maximum use of electronic document retention and off site archiving.
15. To carry out all duties with regard to the provision of health and safety regulations and legislation the Councils equal opportunities and customer care policies and the New Technology agreement. (And to work with the manager on e-government developments.
16. To undertake other duties appropriate to the level and general nature of the posts' function.