

Job profile

Job title: Community Safety and Tenancy Specialist	Responsible to: Head of Neighbourhoods
Post no:	Salary grade: G
Responsible for: N/A	Behaviour level: 1 – All colleagues

Purpose of the job:

As Community Safety and Tenancy Specialist, you will be the go-to person for complex tenancy matters including ASB legal casework, tenancy breach and leasehold management advice. You will liaise with customers and stakeholders, prepare statements, and represent the business during court hearings. You will coordinate advice and support across the business on leasehold management issues and act as a Safeguarding Lead.

Key accountabilities:

1. To actively manage serious ASB and complex tenancy management cases ensuring that customer feedback and complaints are dealt with comprehensively and within target timescales.
2. To work closely with our partners, be responsible for the investigation and resolution of neighbour nuisance, hate crime and domestic abuse cases, in accordance with legislation and SLH's ASB Policy and Procedure.
3. To provide guidance & support to the Neighbourhood Partners to gather evidence, investigate allegations and prepare statements for court.
4. To undertake regular ASB performance audits and identify training needs and improvements to current practice.
5. To effectively manage compliance casework supporting proactive asset management such as when legal action is required to gain access to a property or to enforce the terms of a tenancy/lease.

6. To work as a part of a team as one of SLH's Safeguarding Leads for Safeguarding of children and vulnerable adults.
7. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
8. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
9. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
10. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

Job title: Community Safety and Tenancy Specialist		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
5 GCSE's or equivalent	E	AF/ST
Degree level qualification or equivalent through experience or qualification in a role-related subject	D	AF
Professional qualifications from CIH	D	AF
Evidence of continuous professional development (CPD)	E	AF/I
Knowledge, skills and abilities		
An understanding and developed working knowledge of computer systems including Excel, Word and Teams	E	AF/ST
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH	E	AF/I
Good communicator to a wide range of audiences – written, verbal, IT and presentation	E	AF/I
Able to organise and prioritise workload, meeting deadlines, working under pressure and handling several complex tasks simultaneously	E	AF/I
Able to influence others in delivering excellence for customers, setting high standards for others to follow	E	AF/I
Ability to recognise and handle sensitive and confidential information	E	AF/I
Understand the needs of vulnerable children and adults	D	AF/I
Full Driving Licence	E	AF/I
Ability to work evenings/weekends on an occasional basis as and when required	E	I
Is a role model to colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
Experience		
Experience and track record of managing contracts	E	AF/I
Experience of ASB Management Incl. Legal Action	E	AF/I
Experience of Leasehold Management	D	AF/I
Experience of partnership working	E	AF/I
Knowledge of Landlord and Tenant legislation	E	AF/I

Knowledge of social housing policy issues	E	AF/I
Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i> By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life: • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving	E	I
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.		
Role profile prepared by: Head of Neighbourhoods		
Review date: March 2023		
Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.		