






Job Description: Tenancy Audit Co-Ordinator

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Tenancy Audit Co-Ordinator
Service:	Housing management
Team:	Housing
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Housing Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
Wellbeing 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
Trusted 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
Value for Money 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
Professionalism 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- To provide coordination and back office support to the Tenancy Audit Officers.
- Carry out administrative tasks associated with the role of the Tenancy Audit Officers.
- Gather data to deliver reports.

MAIN DUTIES AND ACCOUNTABILITIES

- Coordinate and schedule officer visits to ensure all appointments are booked efficiently and in a timely manner.
- Accurately record outcomes of each visit including any observations, findings and actions taken. Ensuring all records are kept up to date and stored appropriately and securely.
- Monitor and track any follow up actions required, ensuring these are completed within the specified timeframes.
- Prepare and deliver KPI reports to management and other stakeholders in a clear and effective presentation.
- Additional administrative tasks for Housing Management as and when required, covering absence or periods of high workload.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

DIMENSIONS OF THE ROLE

- Booking in 200 Tenancy Audit appointments per month
- Collate, input, monitor and track information received from the completed Tenancy Audits
- Liaise with the Housing Officers where necessary
- Raise repairs where noted
- Identify opportunities for process improvements and implement changes to enhance service delivery
- Participate in training and development opportunities to enhance skills and knowledge

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Take responsibility for data integrity and quality in Housing Management Systems, e.g. Orchard, Civica
- Produce relevant performance monitoring information for the Service Improvement Team to support KPI information on a monthly basis

- Support the Housing Manager and team to deliver first class customer service

PLANNING/ORGANISING/CONTROLLING

- Develop robust and effective internal and external relationships to assist in delivering high level customer service
- Contribute to service development and improvement planning, and share ideas with line manager

CUSTOMERS AND CONTACTS

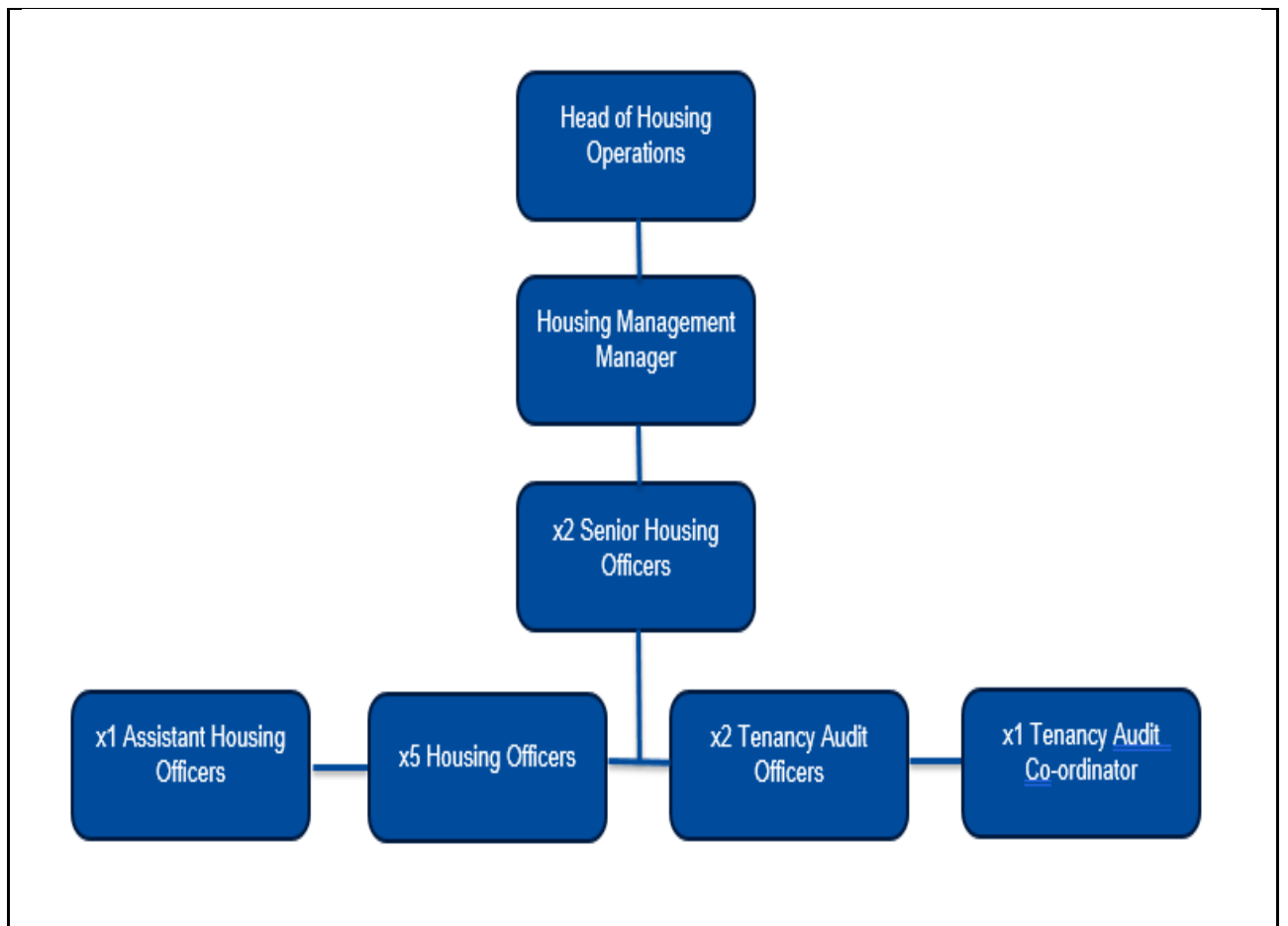
INTERNAL

- Elected Members
- Development Team
- Grounds Maintenance Team
- Property Services Team
- Housing Options Team
- Rents Team
- Senior Living Housing Team
- Service Improvement Team
- Environmental Health Service
- Community Safety Team (Safeguarding)

EXTERNAL

- Contractors, suppliers and service providers
- Surrey Police
- Child and Adult Social Care services, Surrey County Council
- Other statutory, voluntary and partner agencies

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Education to GCSE level	A	Knowledge of Housing Management Systems	A
	Good level of administrative experience	A		
KNOWLEDGE /TECHNICAL SKILLS	Ability to keep good records to disseminate key information	I	Knowledge of social housing and tenancy management	A/I
	Experience of coordination and management of multiple stakeholders with differing priorities	A/I	Awareness of the Regulator of Social Housing Consumer standards	A
	Ability to work independently, exercising good initiative and judgement and having a good understanding of safeguarding	A/I	Awareness of health and safety issues relating to the role	A
	Knowledge of Microsoft packages including Excel, Word and Outlook	A/I		
COMMUNICATION	Demonstrate ability of actively ensuring that stakeholders are kept informed to manage expectations	A/I		
	Ability to produce clear and detailed written reports	A/I		
	Demonstrate ability to overcome communication barriers	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Accurate spoken English is essential for the post.	I		

	Demonstrate the ability to take ownership of issues and queries, ensuring that they are followed through to acceptable conclusions.	A/I		
TEAM WORKING	Display ability to work independently and as part of a team.	A/I		
	Experience of building constructive and productive internal/external relationships.	A/I		
	Exhibit commitment to continually improving performance as part of a team.	A/I		
MANAGING SELF AND OTHERS	Ability to manage own workload to ensure individual targets are met.	I	Exhibit ability to support a culture which positively responds to change.	A/I
	Use initiative and work proactively to achieve results and manage conflicting priorities.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Analytic approach to problem solving	I	Ability to constructively challenge existing working practices in order to drive service improvement and service delivery	A/I
	Resilience in the face of a challenging workload	A/I		
	Take personal responsibility and ownership for decisions, actions and consequences and learn from experience	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A/I		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed:

A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

For Official Use only			
Job title:	Tenancy Audit Co-ordinator	Post no:	
Service:	Housing management	JE score:	
Team:	Housing	Pay band:	
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	Add level	
	Customer Service:		
	Team Working:		
	Managing Self and Others:	Add level	
	Can do approach/Results:		
REVIEWED BY:		DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	Add date	DATE:	