

Job Profile Information: Tenancy Services Officer

This supplementary information for *Tenancy Services Officer* is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To maximise income via rent accounts from homeless clients in hostel and/or other provision both inside and outside of Camden. To manage anti-social behaviour for the same client group and to deal with other breaches of licence as and when they arise. To proactively work with clients around welfare reform.

Example outcomes or objectives that this role will deliver:

- Ability to develop good working relationships and effective communication skills.
- Ability to accurately enter data into a computerised system and ensure that data is loaded in a methodical and logical manner
- Ability to deal with members of the public, contractors and staff face-to-face and over the telephone.
- Ability to work on own initiative
- An understanding of the importance of maximising income
- Ability to respond to anti-social behaviour and other breaches of licences/ awareness of the remedies available to the Council
- Awareness of the proposed changes in welfare reform and how this impacts on the client group.

People Management Responsibilities:

N/A

Relationships;

- Excellent team working skills
- Ability to empathise with the challenges facing homeless applicants

Work Environment:

Post is based centrally and at a number of in borough sites, mainly hostels. There are out of borough site visits and there can be a significant time spent out on site

Technical Knowledge and Experience:

- Some experience of working with challenging clients, homeless people, rent collection and an understanding of how anti-social behaviour impacts on others.
- Experience of remedies to tackle anti-social behaviour.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility