

Job Profile

Job Title: Tenancy Services Officer

Job Grade: Zone 3 Level 1

Salary Range: £33,789 - £38,465

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

The TSO role provides a supportive Housing Management service to clients living within Temporary accommodation provided by L B Camden. Provision of the main point of contact for clients to manage their rent accounts, the Officer will seek to maximise income via rent accounts from homeless clients in hostel and/or other accommodation 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 optimising welfare benefits and navigating the Welfare benefit system.

The thorough management of the tenure supports clients towards longer term independent living goals, with the aim that clients leave the service able to independently sustain their own tenure whether within Camden or elsewhere.

About you

You will have a background in and/or have previous experience of working with challenging client groups, preferably with some knowledge of the homelessness journey. A history of having managed rent accounts/the collection of debts, negotiation of repayment agreements, working with clients on budgeting. A sound knowledge of licence and tenancy management, experience of enforcement actions available including an understanding of how anti-social behaviour impacts on those affected by it.

You will possess an awareness of any proposed changes in welfare reform and how this will impact a homeless client group as well as an understanding of the importance of maximising income and utilising the benefit system but also other avenues that may be available. Knowledge of grants and charities available to lower income households would be useful.

You will have excellent IT skills to accurately ensure data is loaded in a methodical and logical manner. You will be able to demonstrate the ability to respond to anti-social behaviour and other breaches of licences/ awareness of the remedies/strategies available to the Council to proactively manage ASB.

Work Environment:

Based at the 5 Pancras Square office, but visiting satellite hostel and other Temporary Accommodation sites. There is capacity to also work from home.

People Management Responsibilities:

N/A

Relationships:

Working within a team of other Tenancy Services Officers.

Singles Pathways Service

Floating Support Service

Homelessness Prevention Team

Temporary Placements Team

Landlord Services

Community Safety Team

Adult Social Care

Internal and external support services

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.