



Recruitment Pack

Tenancy Services Officer

PCHA

January 2020

Welcome from the Chief Executive, Karen Cooper

Dear Applicant,

Thank you for your interest in the role of Tenancy Services Officer. This is an exciting new role and a fantastic opportunity for the right candidate to join PCHA and make a real difference to the organisation during a significant period of growth and change.

Penge Churches Housing Association (PCHA) is a small community based housing association, with 270 homes, in and around Bromley. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our residents to ensure that their tenancies, and our communities, are sustainable. People are very much our business and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun whilst we do it so it's a great place to work.

We are in an exciting phase of our future. Having completed a strategic review and committed to an ambitious corporate plan, we are seeking a dynamic and proactive Tenancy Services Officer to ensure our residents receive the best possible service. Our residents are at the heart of everything we do and we want a Tenancy services Officer that is committed to this culture. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to PCHA and our residents. This role is a critical and exciting one for the right person.

Like all small providers we have our challenges and your contribution in addressing these and improving services is critical. We believe we punch above our weight and want a Tenancy Services Officer who can do the same!

We have a committed and enthusiastic staff team and we need a Tenancy Services Officer that deliver truly excellent services. If you are skilled, passionate, proactive, dynamic and keen to make a real impact then this could be the role for you.

Should you wish to have an informal chat about the role please call me on 020 3434 5331.

Karen

Karen Cooper, Chief Executive

About PCHA – Vision and Values

Our Vision

We are a community-based housing association that is passionate about enhancing the lives of our residents by providing excellent homes and services. We are proud of our strong community roots and strive to make a positive impact in all that we do.

Our Values

Acting with Integrity

- We communicate in an open, honest and transparent way
- We do what we say we will and keep our promises
- We are accountable for our decisions and take responsibility for our mistakes

Being Ambitious

- We are ambitious for the future of PCHA, seeking to deliver a broader range of services to more people in our community
- We are prepared to take appropriate risks to drive improvement and growth
- We are creative, forward thinking and open to new ideas
- We embrace change and respond positively to new opportunities

Striving for Excellence

- We provide homes and communities we can all be proud of
- We are people focussed and aim to tailor our approach to the needs of individuals
- We strive to be proactive, solution orientated and go the extra mile
- We work collaboratively and build positive partnerships
- We continually challenge ourselves to improve our performance
- We seek to make sound business decisions and be well governed and managed

Behaving with Respect

- We behave in a fair-minded and non-judgemental way
- We value the individuality and diversity of our residents and communities
- We are inclusive in the way we work

...Making a positive impact

Our Strategic Objectives

Our Services

- ❖ ***To provide homes and services we can be proud of***
 - To develop a broader range of homes and services to meet the needs of the people in our community
 - To provide excellent customer services and best value for residents
 - To proactively seek, and respond to, residents' feedback and complaints
 - To deliver an excellent and proactive repairs and maintenance service
 - To treat residents as individuals and work positively with them to sustain their tenancies where necessary

Our Business

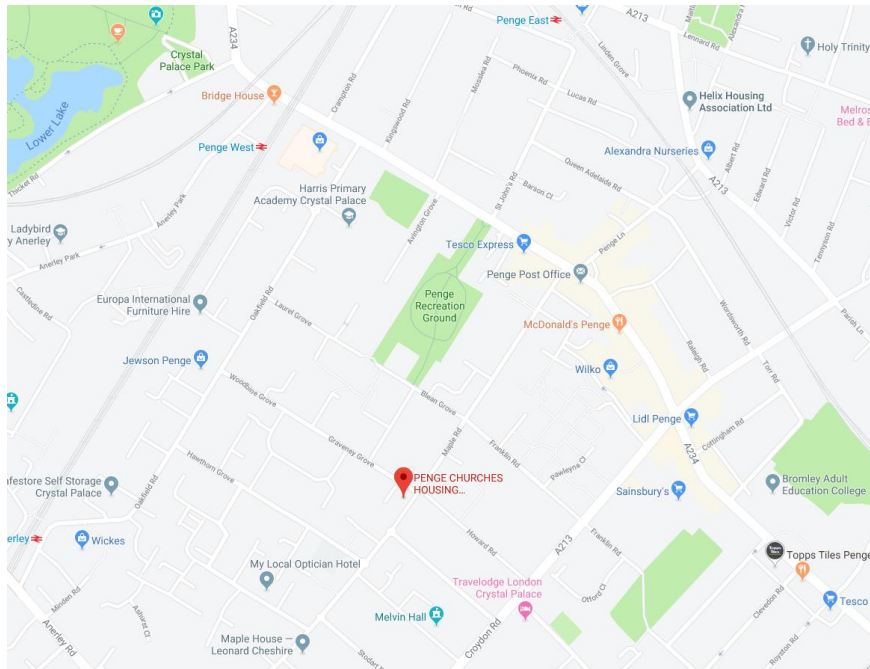
- ❖ ***To be a modern, strong and forward thinking business***
- ❖ ***To grow the business and develop new homes and services***
 - To be financially strong and ensure we have the resources to deliver our vision
 - To safeguard, and make the best use of, our assets and resources
 - To respond positively to change and adapt effectively to changing markets and needs
 - To ensure our business reflects modern ways of thinking and working
 - To make sound business decisions, taking appropriate risks to grow the business

Our People

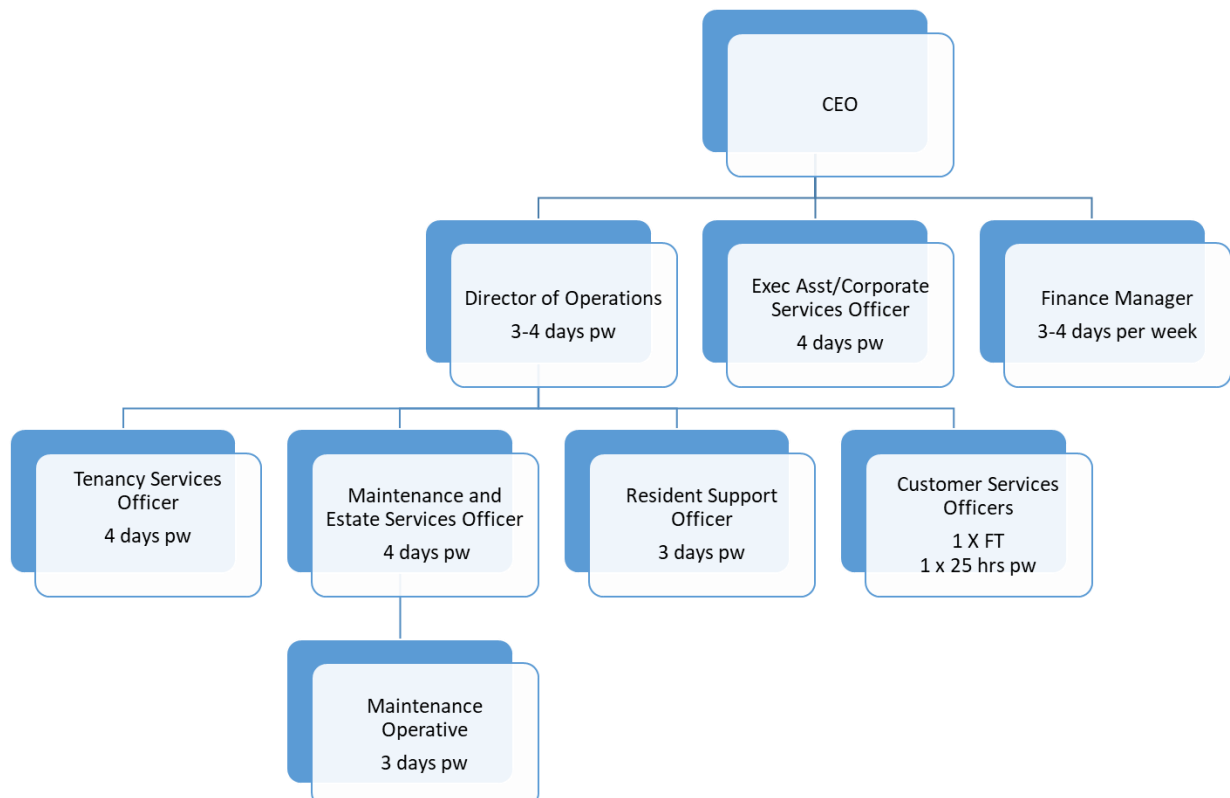
- ❖ ***To value and invest in our people and partnerships, creating a culture of collaboration and shared accountability***
 - To develop the staff and board team to ensure the business is well governed and managed
 - To be a good employer that supports, engages and manages staff, with clear expectations on both sides
 - To have a clear performance framework that supports excellence and drives performance
 - To work collaboratively and develop effective partnerships to help us further our objectives

About PCHA – Our Office

Based in Penge, SE20, our current office is within a 10 minute walk of Penge East. Penge West and Anerley Stations, with shops and amenities just a few minutes walk away. Close to Beckenham, Bromley town and Croydon, our office is easy to reach by car and there is plenty of free on-street parking.



Structure Chart 2019



Key Terms and Conditions

- Basic Salary circa £35k FTE
- Location: Maple Road, Penge, SE20
- Hours – 4 days per week (flexible working available) with some evening attendance as required
- 25 days annual leave plus public holidays (pro rata) plus 2 additional days at Christmas, increasing with length of service
- Company Defined Contribution Pension Scheme (Employer contribution 10%)
- Salary Sacrifice scheme
- Ability to buy/sell leave
- Employee Assistance Programme
- Cycle and season ticket loans
- Contribution to professional subscriptions and development
- A range of other medical/reward benefits are currently being investigated.

Job Description and Person Specification

Job Description:

SUMMARY OF POST

This is a pivotal role to manage the effective delivery of PCHA's tenancy management service, providing a modern, responsive and holistic service to support residents to enable them to sustain their tenancies successfully. The postholder will ensure PCHA tenants and residents remain at the heart of the service and that they are engaged in a positive and proactive way. The role should help create homes and services that we can all be proud of, ensuring that the way we work is efficient and effective and meets the changing needs and aspirations of our residents.

1. Key Tasks

- 1.1 To deliver an excellent customer service, ensuring our approach to residents is proactive, positive and non-judgemental at all times; the focus is on engaging with residents on a face to face and telephone basis wherever possible.
- 1.2 To develop positive partnerships with internal and external partners/stakeholders in order to facilitate tenancy sustainment, community development and to ensure the best possible services for PCHA's residents.
- 1.3 To ensure KPIs are met, maintain records and provide performance information on tenancy management including: arrears, voids & allocations, anti-social behaviour and any other service as required by the Chief Executive or Operations Director.
- 1.4 To re-let empty homes within target times, ensuring applicants are appropriately assessed and that lettings are appropriate and sustainable.
- 1.5 To maximise PCHA's income by minimising rent arrears through a proactive and holistic approach, ensuring the policy and procedure is followed throughout.
- 1.6 To manage and resolve any anti-social behaviour affecting residents, with the focus on changing behaviours and managing expectations.
- 1.7 To implement and maintain a programme of tenancy audit visits ensuring data and information collected is updated on PCHA systems and any follow up actions dealt with.

- 1.8 To work with the Repairs & Maintenance Officer as required to ensure residents receive the best possible repairs and maintenance service, working together to resolve any complaints.
- 1.9 To work with the maintenance team regarding the delivery of the planned programme, ensuring residents are consulted as appropriate.
- 1.10 To encourage and facilitate resident engagement and involvement, ensuring residents are able to shape service delivery and scrutinise performance.
- 1.11 To deal with any complaints within agreed timescales.
- 1.12 To assist in the preparation of annual budgets for housing services and approve invoices as required.
- 1.13 To review services and ways of working in order to identify and introduce improvements and efficiencies
- 1.14 To work with staff and contractors to ensure PCHA's H&S policy is adhered to
- 1.15 To work with the Director of Operations to review policies and procedures for approval as and when required.
- 1.16 To work closely with the Resident Welfare & Support Officer to assist residents who may have complex and challenging housing support needs.

2 General

- 2.1 To work flexibly and positively as part of a small team
- 2.2 To put residents first at all times, providing a high standard of customer service both internally and externally
- 2.3 To adhere to the spirit and requirements of PCHA's equal opportunities and other policies
- 2.4 To represent PCHA at internal and external meetings as required portraying a professional image at all times
- 2.5 To exercise a duty of care with respect to the health and safety of all
- 2.6 To undertake any other reasonable duties that may be required from time to time

Note: This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time.

Person Specification:

1	Education and Qualification	Essential	Desirable
1.1	Good level of education, literate and numerate	<input checked="" type="checkbox"/>	
2	Knowledge and Experience		
2.1	Track record of working positively and proactively with residents/ customers to deliver excellent services	<input checked="" type="checkbox"/>	
2.2	Experience of, and confidence in, handling challenging residents/customers and dealing with complaints	<input checked="" type="checkbox"/>	
2.3	Experience of delivering a holistic and generic housing management service, ideally gained in a housing association, including the management of arrears, ASB and allocations	<input checked="" type="checkbox"/>	
2.4	Track record of engaging and involving residents in service delivery	<input checked="" type="checkbox"/>	
2.5	Experience of undertaking property and estate inspections	<input checked="" type="checkbox"/>	
2.6	Understanding of Health and Safety matters in relation to tenancy management	<input checked="" type="checkbox"/>	
2.7	Understanding of the welfare benefits system and management of Universal Credit		<input checked="" type="checkbox"/>
2.8	Basic knowledge of property maintenance/repairs	<input checked="" type="checkbox"/>	
3	Skills and Ability		
3.1	Excellent communication skills, with a positive can do approach and the confidence to handle challenging situations	<input checked="" type="checkbox"/>	
3.2	Excellent IT, organisational and administrative skills, particularly word, excel and Outlook	<input checked="" type="checkbox"/>	
3.3	Good numeracy skills	<input checked="" type="checkbox"/>	
3.4	Ability to take a stay calm and take a firm but fair approach to residents and contractors	<input checked="" type="checkbox"/>	

3.5	Ability to multi-task and work accurately to tight deadlines in a pressurised environment	<input checked="" type="checkbox"/>	
3.6	A strong team worker with the ability to build effective relationships and partnerships	<input checked="" type="checkbox"/>	
3.7	Ability to maintain confidentiality and professional boundaries	<input checked="" type="checkbox"/>	
3.8	Ability to understand /follow policies, processes and procedures	<input checked="" type="checkbox"/>	
3.9	Able to think and work autonomously with strong problem-solving skills	<input checked="" type="checkbox"/>	
4	Behavioural		
4.1	Builds strong relationships <ul style="list-style-type: none"> • Works collaboratively and is supportive to colleagues • Builds effective and positive external relationships • Behaves in a fair-minded and non-judgemental way • Is inclusive and values the individuality and diversity of others • Is positive with has a can do approach 	<input checked="" type="checkbox"/>	
4.2	Delivers excellent customer service <ul style="list-style-type: none"> • Is proactive, solution focussed and willing to go the extra mile • Is people focussed and treats people as individuals • Communicates in a way that is appropriate, timely, clear and accurate • Is able to say no in a positive way • Is reliable and keeps promises 	<input checked="" type="checkbox"/>	
4.3	Acts with Integrity <ul style="list-style-type: none"> • Takes responsibility for own actions and mistakes • Is accountable for decisions and doesn't pass the buck • Is open, honest and trustworthy • 	<input checked="" type="checkbox"/>	
4.4	Planning and Organisation <ul style="list-style-type: none"> • Plans and prioritises own work effectively • Meets deadlines and responds in a timely manner to requests/emails • Thinks things through to come up with effective solutions 	<input checked="" type="checkbox"/>	

4.5	Being Ambitious <ul style="list-style-type: none"> • Prepared to take measured risks to drive improvements and growth • Willing to embrace change and respond positively to new opportunities 	<input checked="" type="checkbox"/>	
5	Commitment / Other		
5.1	Ability to work flexibly within the team	<input checked="" type="checkbox"/>	
5.2	Full and valid UK driving licence and access to a car	<input checked="" type="checkbox"/>	

Advert

Tenancy Services Officer

4 days per week

Salary circa £35k FTE

PCHA is a successful, small community-based housing association, based in Penge, south east London. We own and manage 270 homes and we are passionate about working together with our residents and making a positive impact in everything we do.

We are seeking to recruit a proactive Tenancy Services Officer to provide a fantastic service to our residents, dealing with all tenancy related matters including managing arrears, ASB, allocations, complaints and resident engagement. This is a new role and will be crucial to our future success, ensuring the service we provide to residents is positive and proactive. We have a small but dynamic team and this means that you will have the unique opportunity to make a real difference to both PCHA and our residents.

We are looking for a real people person who is a great communicator and is able to build positive and successful relationships with a diverse range of people. In addition, the successful candidate will need to:

- have a positive outlook and approachable manner
- be customer focussed and able to solve problems
- have experience of delivering a holistic and generic housing management service, ideally gained in a housing association, including the management of arrears, ASB and allocations
- be highly organised, with good admin and IT skills
- be resilient and able to stay calm under pressure

If you would like to find out more about the role please contact Karen Cooper or Steve Thorn on 0208 659 3055. To download the recruitment pack visit our website at www.pcha.co.uk or email Cassandra at cassandra@pcha.co.uk

CLOSING DATE: 9am on Monday 3rd February 2020.

Please send a CV and supporting statement to cassandra@pcha.co.uk

NOTE: CVs alone will NOT be accepted

Visit www.pcha.co.uk to find out more about us.

How to apply

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of **all** of the following key areas:

CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

5. Experience / knowledge / skills – and how you meet the person specification
6. Why you are interested in the role
7. How you fit with PCHA's values

CVs alone will not be accepted. Incomplete applications will be automatically rejected.

We ask that applications are in minimum font size 12 and **no more than** 8 pages in total.

All applications must be submitted by email to Cassandra Barns at
cassandra@pcha.co.uk

Completed applications must be received by **9am Monday 3rd February 2020***

First Interviews: 13th and 19th February (provisional dates only)

* Please note this deadline may be extended.