

Tenancy Change Specialist

Job Description

Pod: Twenty11

Stem: Twenty11

Reports to: Operations Manager

Direct reports: None



Red Kite's Expectations

As a Tenancy Change Specialist at Twenty11 you will be primarily responsible for the annual rent increases where there is no review due. You will also manage Tenancy Sustainment Licence points and support the verification process.

You will provide a quality service to Twenty11 tenants, work with the Twenty11 Team and the wider organisation. You will be the first point of contact on all areas relating to annual rent changes and tenancy sustainment points.

Key Responsibilities

- Be an integral part of the Twenty11 team, someone that everyone comes to first about rent changes and Tenancy Sustainment points
- Carry out the rent increase function, helping to deliver a quality service to tenants that also meets legislative requirements
- Issue S13 Rent Notices
- Support the verification process
- Manage the tenancy sustainment points processes
- Help ensure our vision, mission and values influence every aspect of our business
- Manage and coordinate the calendar of rent increases due each year
- Liaise with the Income Services Manager to confirm correct rent increase figures
- Prepare, check, and issue S13 rent increase Notices with 2 months' notice
- Ensure new rent is applied in the Housing Management System
- Liaise with Income Team for direct debit and UC claim changes
- Manage notifications of referrals to the First Tier Tribunal
- Prepare documentation for the First Tier Tribunal
- Handle tenant queries about rent increases
- Support Tenancy Review Specialist during peak review periods
- Communicate with applicants during verification
- Carry out Credit Checks
- Add/remove Tenancy Sustainment Licence (TSL) points per pod procedures
- Allocate TSL points for missed gas checks
- Participate in weekly operational meetings with rent increase updates

Our essentials

- A team player supporting the Twenty11 team and organisation
- Excellent communication and interpersonal skills
- Great organisational skills
- Independent, proactive and able to prioritise workload

- Flexible, confident, persuasive and dynamic
- Technologically aware and interested in creative tech use
- Embraces change and understands its impact

Added extras

Desirable Knowledge and Skills:

- Committed to continuous learning and development
- Excellent time management
- Initiative and ability to work autonomously

Desirable Qualifications/Training:

- Understanding of the Renters Rights Act
- Experience processing tenancy changes
- Knowledge of housing legislation and tenancy types
- Understanding of Universal Credit, Housing Benefit, and their impact
- Familiarity with the First Tier Tribunal appeal process

Desirable Personal Attributes:

- Standards driven
- Committed to equal opportunities
- Flexible approach
- Positive attitude and commitment to equality
- Encourages ideas, initiative and innovation in others

Qualifications, Skills & Experience

- Proficient in Microsoft Word, Excel, Dynamics and housing databases
- Excellent organisational skills
- Ability to prioritise and manage competing demands
- Detail-oriented and accurate
- High level of numeracy
- Tenant-centred approach
- Maintains confidentiality
- Tact and diplomacy
- Professional image
- Minimum 1 years' experience in social or private rented housing
- Strong administrative skills with attention to detail
- Good understanding of rent changes, increases and housing-related financial processes