

Tenancy Specialist Team Leader

Reports to: Tenancy Management – Team Leader

Responsible for: Relationship Co-ordinators

Red Kite we don't just work for our tenants, we work with them. That's one of the reasons why we believe that building and sustaining great relationships is paramount to our future success. To do that we need dedicated and empowered staff that value internal and external customers alike and care about providing great service.

Supervising a team of Relationship co-ordinators, you will be a key part of our Relationship Pod, building lasting and sustainable relationships with your colleagues and our tenants to maximise efficiencies across all support tasks. You'll ensure the team is customer focussed and effectively managing our pre-tenancy engagement work as well as a range of tenancy management tasks such as tenancy changes and tenancy. , This role is all about working to have a well-oiled team that exceeds customer expectations, ensuring everything runs smoothly and is instrumental in ensuring we have up to date records about our tenants..

The successful candidate will need to have a strong background in housing/tenancy management, understanding the legal processes in relation to tenancy law, as well as being a great manager , highly organised, a 'details' person who is great at prioritising and juggling multiple tasks. They will need to understand the wider Pod and Business requirements; act as a champion for excellence, providing a high quality, award winning, and customer-focused service. They will need to work well with others and be able to use their initiative to help us achieve our goals and have technical expertise in all areas of tenancy management/ tenancy changes.

What we need you to do:

- To be responsible for the day-to-day tasks of the team and manage and coordinate the work flow, ensuring the highest standards of customer care and service
- To line manage the Relationship Coordinators
- To manage any high risk or complex tenancy management cases for example housing fraud, complex needs, and cases where there is a need for a more senior level of decision making.
- To monitor, delegate and plan workloads to ensure efficient and effective support is provided.
- To develop planning and assessment tools for tenancy specialists and monitor cases and performance of the team under guidance of the team manager
- To develop reports and KPI monitoring for the service in line with the strategic aims of the business and to improve delivery of services
- To guide and direct team members with legal and technical expertise in order to provide a high quality and customer focused service.
- To support the Tenancy Management Team Leader in the development of the service in streamlining and improving services for tenants with the strategic aims of the Relationship Pod, the business and suggest ways to continually improve service delivery.

- To work closely with the Tenancy Management Team Leader to establish an audit and quality assurance system for all administrative tasks. To be the lead in reporting and monitoring the performance of the service
- To ensure that all areas of work in the team complies with policies, procedures and protocols and that good practice is shared with colleagues and managers.
- To assist in reaching personal objectives set out by the Tenancy Management Team Leader and to supervise and support staff in reaching targets and goals set for the team overall.
- To deal effectively and promptly with escalations from the team
- To be the first line defence in signatories escalating to team manager for sign offs
- To assist in the management of legal or possession cases collating bundles and information for the legal teams
- To deputise in the absence of the Tenancy Management Team Leader
- Be flexible and focus your time and efforts on the most important areas for our tenants and the Pod to achieve its critical success factors.
- Take ownership for monitoring key information within the Pod and reporting it back to staff and management as required.
- To maintain confidentiality with regards to tenant records and ensure that the team access the information within constraints placed by pre-defined data access rights and as limited by data protection.
- Work in partnership with others to make sure that timely demands are met.
- Promote tenant and leaseholder involvement and work with tenant volunteers to improve service delivery and take full account of their needs.
- Ensure our vision and values influence every aspect of our business.

What you will be responsible for:

- Supervising the tasks for the team, and support and manage pre-tenancy assessments, key management, and tenancy related management tasks.
- To utilise relevant performance management framework to the Relationship Coordinators in meeting individual and team targets set out by team manager
- To contribute towards the development of a culture within the team, which is customer and performance focused, committed to provide professional services, together with the promotion of our core values.
- Responsible for complex case resolution and escalation handling, whilst supporting staff development, to improve their support skills and customer service skills to handle and give a high level of customer satisfaction.
- To facilitate an appropriate resolution to quick resolutions and complaints or refer directly to the Tenancy Management Team Leader to be escalated when this cannot be accomplished.
- To work with other team leaders and leads in the Relationship Pod to promote cross team working and training to ensure that resources can work flexibly across the Pod.
- Working with our People Pod and Tenancy Management Team Leader to put in place appropriate training for the team and taking responsibility for your own personal and professional development

- Regularly reporting the performance of the team, feeding back to the Tenancy Management Team Leader and supporting them to produce regular weekly/monthly performance information.
- Getting the best from our IT tools to provide information to your colleagues in a timely manner, working to build mutually beneficial relationships with our customers.
- Being one of the 'go to' people in the Pod, adapting our services and your focus as required to provide the best outcomes for our customers and the organisation.
- Building and maintaining excellent working relationships with colleagues, existing and new partners as well as with our customers directly, to improve services.

What our teams will see in you:

- Someone with excellent written and verbal communication skills, who can handle pressure well and prioritise conflicting but important tasks to achieve results.
- Someone who understands and has up to date knowledge of housing law particularly relating to welfare reforms and tenancy management.
- Someone who is approachable and successfully achieves short term and long-term objectives.
- Someone who has have worked successfully as part of a team to achieve collective goals.
- An organised individual that strives to provide the best possible service for tenants and colleagues.
- Able to work with minimal supervision, taking responsibility and action in complex or unfamiliar situations to ensure objectives are achieved.
- Someone who takes responsibility for own performance, taking a proactive stance to ensure performance meets or exceeds standards required of the service.

Where you have come from:

- An environment where you have shown an ability to build and maintain excellent working relationships with partners, colleagues as well as with both internal and external customers.
- Experience of supervising staff and KPI management, preferably in business support area and knowledge of people management techniques.
- A customer focused, results driven person who supports decisions, listens to others and is prepared to challenge and champion new ideas.
- A flexible person who sees the benefit in teamwork

As a person, you will:

- Have a 'can do' attitude to do something because it's right, not because it's easy
- Have experience of effective tenancy management processes within the social housing sector and a good understanding of housing management related regulations.

- Be able to support a wide range of staff, each with their own priorities and deadlines.
- Be driven to succeed against your objectives and enjoy knowing that you have played your part in a successful team.
- Be able to build and maintain excellent working relationships with our partners and tenants as well as other key stakeholders.
- Be able to build effective and productive working relationships with staff across the business, ensuring information sharing as appropriate.
- Be highly organised, confident, attention to detail, prioritising in a busy environment.
- Be self-reliant and able to work independently.
- Be a creative 'out of the box' thinker who looks at new ways we can approach things.
- Have an enthusiasm and desire to build your skills and knowledge. You will be committed to continual learning and ensuring that you have or gain any qualifications required by the sector