Role Profile and Specification - Tenancy Sustainment Officer (Housing)

Service Area	Housing
Role Title	Tenancy Sustainment Officer (Housing)
Location	Oxted/Agile
Reports to	Tenancy Manager
Salary/Grade	Grade 3
Duration/Hours	37 Hours per week

Service Area Purpose

The Housing Service ensures that residents across the district have access to safe, well managed, high-quality homes and responsive services. The service covers tenancy and estate management, income and financial inclusion, resident engagement, complaints, building safety, major works, and housing policy. It aims to deliver excellent customer experience, strong regulatory compliance, value for money, and continuous improvement across all housing functions. The service works closely with councillors, partners, contractors, and local communities to support thriving, sustainable neighbourhoods.

Job Purpose

To provide a proactive tenancy sustainment service to council tenants, helping residents to maintain successful tenancies and live independently. The post holder will provide early intervention, practical support and advice to tenants experiencing difficulties that could place their tenancy at risk, working closely with internal services and external partner organisations to achieve positive outcomes.

Key Responsibilities

- Deliver a proactive tenancy sustainment service, providing advice, support and early intervention to help council tenants maintain successful and sustainable tenancies.
- Manage a caseload of residents requiring support, assessing needs, coordinating interventions and monitoring progress to achieve positive outcomes.
- Work collaboratively with Housing Officers, council services and external partner agencies to ensure residents can access appropriate support and assistance.
- Contribute to the prevention of homelessness by identifying tenancy risks early and taking appropriate action to address them.
- Promote the wellbeing, independence and financial resilience of tenants, supporting them to overcome barriers that may affect their ability to sustain their tenancy.

Specific Responsibilities

Tenancy Sustainment

- Provide support and advice to tenants whose tenancy may be at risk due to financial hardship, health issues, vulnerability, social isolation or other personal circumstances.
- Identify tenancy risks at an early stage and implement appropriate interventions to prevent tenancy breakdown.
- Conduct home visits and assess tenants' support needs.
- Develop and agree support plans with tenants to address identified issues and improve tenancy stability.
- Assist tenants in accessing welfare benefits, grants and other sources of financial assistance.
- Support residents to develop budgeting and money management skills.
- Signpost and refer tenants to relevant specialist agencies and support services.
- Monitor and review support plans to ensure residents are making progress towards agreed outcomes.
- Maintain accurate case records and ensure actions are recorded on the council's housing management systems.
- Work closely with Housing Officers to support tenancy management and prevent homelessness.
- Deliver agreed objectives and services associated with the Corporate Plan.

Partnership Working

- Develop and maintain effective working relationships with internal teams and external agencies.
- Work collaboratively with health services, adult social care, support providers, voluntary organisations and other partners to coordinate support for residents.
- Attend multi-agency meetings where appropriate to support vulnerable residents.
- Ensure residents receive coordinated and appropriate support from relevant services.

Service Delivery

- Contribute to the delivery of an effective, customer-focused housing service.
- Promote independent living and tenancy sustainability.
- Ensure all work is carried out in accordance with legislation, council policies and procedures.
- Identify safeguarding concerns and make referrals in line with council procedures.
- Promote equality, diversity and inclusion in all aspects of service delivery.

Other

- Carry out additional duties commensurate to the level of the role.

Person specification

Qualifications / Education

Essential
• Educated to A level standard or equivalent or relevant local authority experience.

Experience

Essential
• Experience of working within housing, homelessness prevention, tenancy management, support services or a related environment. • Experience of supporting vulnerable individuals with a range of needs. • Understanding of welfare benefits and the challenges affecting social housing tenants. • Understanding of safeguarding responsibilities and procedures. • Experience of working with partner agencies to achieve positive customer outcomes.

Key Skills and Knowledge

Essential	Desirable
• Excellent communication and interpersonal skills. • Ability to build effective relationships with residents and partner organisations. • Ability to assess needs and identify appropriate support solutions. • Ability to deal sensitively and professionally with vulnerable residents. • Good organisational skills and ability to manage competing priorities. • Ability to work independently and use initiative. • Good IT skills and ability to maintain accurate electronic records. • Ability to work collaboratively as part of a team. • Detail-oriented with a proactive approach to problem-solving. • Understanding of the broad requirements of the data protection principles. • A commitment to equality and diversity.	• Housing-related qualification or willingness to work towards one. • Safeguarding, welfare or support-work related training. • Comfortable using case management and reporting systems • Good knowledge of social housing operations, legislation and regulatory standards (RSH, Housing Ombudsman).