

JOB SUMMARY

Post Title	Tenancy Sustainment Officer						
Job Family	<i>Service Delivery</i>	Pay Range	7	Line Manager to others?	No	Role profile ref	<i>SD07</i>
Service Area	Housing Needs						
Line Manager	Service Manager Housing						
Location	County Hall and agile working						

Job Purpose

To provide a proactive, person-centred tenancy support service to vulnerable tenants at risk of tenancy breakdown. The role focuses on promoting independence, sustaining tenancies, and preventing homelessness by addressing a wide range of support needs.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Provide tailored support to tenants to help them maintain their tenancies, including budgeting, accessing benefits, and managing rent arrears.
- Work closely with internal teams (e.g. Allocations, Housing Options, Income) and external agencies (e.g. social care, health services, voluntary sector) to coordinate support.
- Carry out needs assessments and develop support plans in collaboration with tenants.
- Support tenants in understanding their rights and responsibilities under their tenancy agreements.
- Identify safeguarding concerns and make appropriate referrals in line with policy.
- Maintain accurate and up-to-date case records and contribute to performance monitoring.
- Support new tenants during the settling-in period to reduce the risk of early tenancy failure.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Appropriate experience of working with and understanding of the relevant statutory frameworks / requirements.	<i>Experience of working with vulnerable people in a housing, support, or social care setting. Knowledge of housing law, welfare benefits, and tenancy management.</i>	E	
Practical knowledge of a range of procedures and specialist equipment to support clients.	<i>Awareness of the issues that can lead to homelessness and able to demonstrate compassion and empathy.</i>	E	
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>Knowledge of other partner agencies such as Housing Benefit, DWP, support providers, registered providers, social care and health services.</i>	E	
Sensitivity and empathy to build trusting and supportive relationships.	<i>Experience of working with clients to break down barriers and build positive relationships. Working experience of giving advice, information and guidance.</i>	E	
Skills to influence, persuade and motivate clients to achieve agreed goals and targets.	<i>Understanding of trauma-informed and strength-based approaches</i>	E	
Proven ability to build and maintain constructive working relationships with a range of people.		E	

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Proven ability to research, analyse and present complex information.	<i>Demonstrate ability to research, analyse and compile data and present in a report format sufficient to reach a variety of audiences</i>		D
Proven ability to prioritise own workload and achieve deadlines.	<i>Demonstrate self-motivating qualities. Ability to work independently and manage a caseload effectively.</i>	E	
Literate and numerate. Ability to maintain required records.	<i>Able to evidence ability to implement policies, plans and projects necessary to support clients.</i>	E	
ICT skills including use of Microsoft applications.	<i>Experience in standard Microsoft Office applications such as Word, Outlook and Excel</i>	E	
Proven ability to communicate one to one and in small groups.	<i>Strong interpersonal and communication skills. Able to work under own initiative and as a team player.</i>	E	
Proven ability to plan the management of challenging behaviour in clients	<i>Experience of multi-agency working and safeguarding procedures.</i>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		E	
GCSE level qualifications or equivalent	<i>Maths and English GCSE C and above or equivalent qualification.</i> <i>Relevant qualification in housing, social care, or support work.</i>	E	D
European Computer Driving Licence or equivalent			D
Other Requirements			
<p>You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2012 document.</p> <p>Have use of a car and have full current driving licence and ability to travel to external appointments or training on the mainland</p> <p>May be required to undertake additional duties as commensurate with grade and role</p>			