LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Tenancy Audit Officer	**Grade:** Scale 6
Reports to (Designation): Tenancy Audit Team Leader	Grade: PO2
Directorate: Resident Engagement and Service	**Section:** Housing

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Main Purpose of the job: To meet corporate and national objectives that ensures properties are occupied by authorised tenants. Through a programme of audits, identify, investigate and successfully repossess properties occupied by sub tenants or that are abandoned.

Summary of Responsibilities and Personal Duties:

- Undertake a schedule of tenancy audits. Check a range of documents and complete a programme of visits to residents (occasionally early morning and late evening), to ascertain if the authorised tenants are in residence.
- Investigate intelligence led case referrals from colleagues in cases of suspected unauthorised occupation.
- Advise and support colleagues in housing and other teams, in how to recognise and refer suspected unauthorised occupation and potential fraud to the Tenancy Audit Team.
- Gather evidence of potential unauthorised occupation through a variety of means, using internal and external data and working with other agencies to obtain evidence of unauthorised occupation.
- Investigate cases as part of national (e.g. National Fraud Initiative) and local initiatives, to reduce unauthorised occupation and fraud (e.g. Housing Benefit fraud)
- Refer all suspected cases and any evidence obtained of fraud, to relevant agencies (e.g. Local Authority or Department of Work and Pensions)
- Develop positive working relationships with a number of partner agencies through attending meetings and joint working.
- Prepare and serve legal notices, obtain and document evidence of unauthorised occupation. Prepare court papers and supporting documentation for legal possession action, attend court and act as a witness.
- Attend evictions and lock changes as and when required to repossess properties (with Court Bailiff, another officer or operative).
- Ensure all case work and related information and communications are accurately taken and data filed and input appropriately.
- Participate in out of hours duty rotas to assist in (occasional) out of hours emergencies.

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Internal Contacts:

External Contacts:

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Title: n/a

Number of partially managed staff: None

Title: n/a **Grade:** n/a **No of posts:** n/a

PERSON SPECIFICATION

JOB TITLE: Tenancy Audit Officer **POST NO:**

DEPARTMENT: Tenancy Audit **GRADE:** SC 6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

- Good understanding of the challenges facing Social Housing
- Good understanding of Social Housing Fraud and measures to tackle breaches of tenancy. **S**
- IT skills including use of Word, Excel, Outlook, and database entry at an intermediate level.

Experience

- A minimum of one year's experience of working in a frontline customer focused environment. **S**

Analysing and Interpreting

- Analyse numerical, verbal data and all other sources of information competently.
- Experience of writing accurate reports or witness statements. **S**

Personal Qualities

- Ability to plan and organise own work effectively to achieve required performance and service quality targets. **S**
- Adaptable, work on own initiative, and follow instructions from managers and colleagues.
- Experience of delivering excellent customer service.

Qualifications

- GCSE passes in Maths, and English (or evidence of equivalent competence)

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community. **S**
- Understanding of how equality and diversity relates to this post.

Other

- Able to travel to different sites / offices within Lewisham as and when required. **S**

DBS Disclosure Required? No [ ] Basic [x] Enhanced [ ]

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post