

Lancaster City Council - Job Description & Person Specification

Job Title:	Tenant Move Coordinator	Grade:	GG57	Job Code:	LCC538
Service/Team:	Council Housing	Role Type: *Delete as appropriate	Hybrid	Reports to:	Housing Needs Manager
Line Managers: *Title/s & LCC Code	None				

Job Overview
<p>To promote the efficient use of the Council Housing Stock by supporting tenants to move. This will include signposting to the most appropriate option for them, including mutual exchanges as the most viable solution for those not looking to downsize.</p>
Direct Responsibilities
<ul style="list-style-type: none"> To identify council tenants who may wish to downsize, providing support and facilitating this using appropriate housing options and effective use of the downsizing budget. To promote mutual exchanges for council tenants as a housing option. To support tenants wishing to move home through a mutual exchange. To identify tenants seeking a traditional transfer and promote mutual exchange as an alternative where appropriate. To develop mutual exchange as a well understood and accessible housing option. To organise and undertake supported moves and assist tenants throughout this process.
Primary Measurable Objectives
<ul style="list-style-type: none"> Maintain the online exchange system, checking and validating applications on a daily basis and actively working with applicants to help improve their property adverts. Assist and advise mutual exchange applicants in maximising their ability to exchange their home. by, for example, helping them to address maintenance issues, advising on decorative standards, identifying untidy gardens, etc. Assisting our tenants who need to downsize to make Ideal Choice Homes applications and ensure they are actively bidding. Organising and assisting supported moves with our tenants who need to move on a temporary or permanent basis. Promoting mutual exchanges through a range of channels and activities: include through social media and in newsletters and other print publications and seeking and developing new opportunities for promotion. Working creatively to enhance the visibility of the concept of a mutual exchange both internally and externally, so that is a well understood addition to the range of housing options. Using reporting tools to contact housing applicants seeking a traditional transfer and actively proposing mutual exchange as an alternative where appropriate. Working with the Housing Communications Officer to develop and maintain the information available for prospective mutual exchange applicants. Working closely with the Estate Management team, providing timely information on prospective mutual exchanges for progression by them. Supporting the Choice Based Lettings team with viewings and lettings.
Staff Management Responsibilities
None

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<p>Knowledge of social housing</p> <p>Knowledge of social housing properties within the Lancaster district</p> <p>GCSE Maths and English at grade C or above, or equivalent</p>	<p>Knowledge of the principles and process of mutual exchange</p>	<p>App Form, Interview, Certificate</p>
Experience	<p>Previous experience of dealing with members of the public</p> <p>Experience of working in a busy, customer-focused environment</p>	<p>Experience of working within a social housing environment</p> <p>Experience of providing support to individuals in challenging circumstances.</p>	<p>App Form, Interview</p>
Job Related Skills, Knowledge & Abilities	<p>Ability to record information accurately and concisely</p> <p>Excellent IT skills and experience – including use of excel and other databases, use of social media, ability to create online adverts using bespoke housing systems</p>	<p>Knowledge of GDPR and Freedom of Information legislation</p>	<p>App Form, Interview</p>
Personal Attributes Including Interpersonal & Communication Skills	<p>Proactive approach to problem solving – able to demonstrate a ‘can do’ attitude</p> <p>Ability to communicate clearly both verbally (face to face and telephone) and in writing</p> <p>A commitment to customer care and the delivery of a quality service to members of the public</p>		<p>App Form, Interview</p>

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	<p>Ability to work effectively and flexibly in a team</p> <p>Ability to work under pressure and meet set deadlines</p> <p>Ability to deal with challenging customers</p>		
Special Requirements/Other	<p>Ability and means to travel to different locations around the district, including rural areas, on a flexible basis.</p> <p>Ability to obtain a basic clearance with the Disclosure and Barring Service.</p>		App Form, Interview

Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

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Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	