

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Tenancy Enforcement Officer
<u>GRADE :</u>	Grade N
<u>JOB EVALUATION NO.</u>	B1603
<u>REPORTING RELATIONSHIP</u>	The post holder will report to the Housing Manager
<u>JOB PURPOSE :</u>	To be responsible to the Housing Tenancy Manager for the investigation of significant cases of anti-social behaviour and to seek solutions in conjunction with other Council departments, Police and other agencies
<u>POST NO.</u>	D11424
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To provide a key point of contact and expertise within the Housing Service for cases of anti-social behaviour.
2. To investigate all cases, collect evidence, prepare reports and statements on anti-social behaviour, crime and disorder. To represent the Housing Service at Court.
3. To participate in multi-agency activity and attend meetings where cases of anti-social behaviour are considered and to co-ordinate the activity of all agencies to deal effectively with cases.
4. To liaise with other departments and external agencies about cases of anti-social behaviour to determine appropriate action.
5. To act as a professional witness in cases requiring enforcement action.
6. To collect data, monitor trends and write reports on anti-social behaviour to enable performance monitoring and review.
7. To attend public and other meetings, prepare and give presentations on anti-social behaviour and related subjects.
8. To deliver training on anti-social behaviour to Officers within the Council and other agencies (as appropriate).

9. To develop co-ordinate and participate as appropriate in the delivery of projects and initiatives that divert people from anti-social behaviour.
10. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
11. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
12. Carry out your role in line with the Council's Equality agenda.
13. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
14. Any other duties of a similar nature related to this post that may be required from time-to-time.
15. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
16. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
17. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: January 2019

DARLINGTON BOROUGH COUNCIL

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

PERSON SPECIFICATION - TENANCY ENFORCEMENT OFFICER

POST NO. D11424

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	Housing or related relevant qualification to HNC level or equivalent		D
	Experience & Knowledge		
2	Approximately 2 years' experience of tenancy enforcement action	E	
3	Experience of developing policies and procedures	E	
4	Approximately 3 years' experience of managing social housing issues	E	
5	Experience of multi-agency working	E	
6	Understanding of landlord and tenant law in all sectors, and crime and disorder legislation.	E	
7	Ability to work alone in sometimes difficult environmental situations with clients who have challenging behaviour	E	
8	Knowledge of the Government's Agenda in effectively managing anti-social behaviour.	E	
9	Awareness of the political agenda with regard to anti-social behaviour		D
10	Experience of counselling and/or mediation		D
11	Experience of addressing meetings and/or community groups		D
	Skills		
12	IT literate, capable of using MS Word/Excel and office packages	E	
13	Ability to interpret and present written and verbal information effectively	E	
14	Ability to deal constructively with conflict and difficult/ stressful situations, whilst ensuring that the situation is managed appropriately	E	
15	Ability to create effective working relationships with clients, partners and agencies	E	
16	Ability to prioritise work and meet deadlines and/or performance targets in a challenging and changing environment	E	
17	Ability to work on own initiative, whilst being an effective team member	E	
18	Ability to carry out effective training to officers with the Council relating to Anti-social behaviour	E	
19	Ability to take incremental and progressive enforcement action		D
20	Ability to motivate and empower clients to take personal responsibility		D
	Personal Attributes		
21	Commitment to issues surrounding community safety and stabilising communities	E	
22	Ability to demonstrate a commitment to excellence in public service and deliver services that put tenants at the forefront.		D
	Special Requirements		
23	The ability to communicate at ease with customers and provide	E	

	advice in accurate spoken English		
24	Capable of independent travel to carry out the requirements of the post	E	