

SOUTH DERBYSHIRE DISTRICT COUNCIL JOB DESCRIPTION

DIRECTORATE: **Service Delivery**

SERVICE: **Housing Services**

POST TITLE: **Tenancy Sustainment Officer**

GRADE: **Scale 6**

REPORTS TO: **Senior Housing Officer**

The post holder will require a DBS Disclosure

JOB SUMMARY

1. To work with tenants at risk or in financial difficulties to sustain their tenancies through various means such as looking into income maximisation, expenditure reduction and debt management and ensure they receive welfare support if required.
2. Specialist and up-to-date knowledge in relation to all Benefits and Welfare Reform. To lead on Welfare Benefits and specifically advise and report on the roll out and impact of Universal Credit.

MAIN DUTIES AND RESPONSIBILITIES

General

1. To ensure adherence to the Council's Health & Safety Policy.
2. To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme when undertaking the duties of the post.
3. To comply with the Council's Employee Code of Conduct.
4. The post holder will always respect the sensitivity and confidentiality of any information that they may have access to regarding their clients/customers in adherence with the Council's policies and specifically Data Protection.
5. To follow and operate correctly the Council's Lone Working Policy and use the equipment issued correctly.

Specific

1. As required, to meet with new tenants after the sign-up process to carry out an assessment to ensure they are adequately prepared to manage their finances and claim any/all appropriate benefits.
2. Work with new tenants identified as requiring support on a direct short-term basis to enable them to manage their tenancies successfully for example when in arrears by five weeks or more and to set and agree a repayment plan especially with introductory tenants so that their tenancy can be upgraded to secure with a clear rent account at the end of the introductory period.
3. Conduct an initial assessment of existing tenants who have been identified as at risk of tenancy failure to include referrals to other supporting professionals and to record dates and outcomes for the purpose of performance monitoring.
4. To arrange and conduct weekly surgeries at the Civic Offices on financial management for Council tenants.
5. Where necessary, provide support through specific interventions such as budgeting advice, benefits applications, other social referrals to ensure new tenancies are sustained.
6. To advise and where appropriate produce support plans aimed at assisting tenants for example tenants affected by welfare reforms to move into more appropriate and affordable accommodation.
7. To liaise with available statutory and non-statutory/voluntary agencies, where appropriate to negotiate and agree their participation in supporting tenants for example Refernet service operated by CAB or referrals to Direct Help and Advice.
8. To be responsible for maintaining own knowledge and record keeping.
9. To participate in professionals' meetings as required.
10. To undertake home visits, office interviews etc. as required proactively focusing on financial risk to tenants.
11. The post holder will always respect the sensitivity and confidentiality of any information that they may have access to regarding their clients/customers in adherence with the Council's policies and specifically Data Protection.
12. Work with the Senior Housing Officer in relation to any funding sources relevant to this post to include applications for funding and budget management. To consider and where appropriate, apply for and secure external funding streams.

13. Run fortnightly Universal Credit reports and interrogate data to identify trends and provide an update to Senior Housing Officer.
14. Maintain the Universal Credit portal daily to include verifying rents and any other duties as required by the Senior Housing Officer.
15. To maintain by checking daily and responding to enquiries received to the Tenancy Sustainment email inbox. On occasion (as required) to assist with the Income inbox.
16. To make referrals to fraud.
17. To attend monthly Financial Inclusion Group meetings.
18. Implement procedures relating to sustainment of tenancies.
19. To assist in the supervision of an apprentice.
- 20.. To undertake such other duties commensurate with the experience of the post holder and the grading of the post.

Date Issued: March 2026

Issued by: Tenancy Services Manager