

## **SOUTH DERBYSHIRE DISTRICT COUNCIL**

### **JOB DESCRIPTION**

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**DIRECTORATE:** PLACE AND PROSPERITY  
**SERVICE:** TENANCY SERVICES - HOUSING  
**POST:** VISITING/ADMINISTRATIVE OFFICER  
**GRADE:** GRADE 4  
**RESPONSIBLE TO:** SENIOR HOUSING OFFICER

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#### **JOB SUMMARY**

To support the Tenancy Services Team by visiting customers at home and with business and administrative processes and tasks to promote the Council's customer orientated service delivery approach and housing regulatory work.

#### **MAIN DUTIES AND RESPONSIBILITIES**

To support the Tenancy Services Team in all aspects of Tenancy Audits to include home visits to ensure performance targets are achieved so that 3,000 completed home visits will be made within the agreed timescale set by the Housing Regulator.

To support new tenancy visits and introductory to secure tenancy visits.

To support Estate Management.

To support Arrears Management.

To support Evictions.

To be an ambassador of inspiration for the Council's mission, vision, and values.

To ensure work produced is of an appropriate and consistent quality through the development of, and compliance with, appropriate systems and procedures.

Provide advice, information and attend meetings and training as required.

To adhere to and ensure appropriate compliance with the Council's Health & Safety Policy.

To support, promote and comply with the Equality, Diversity and Inclusion actions and requirements when undertaking the duties of this post.

To comply with the Employee Code of Conduct and Ethics Standards.

To respect the sensitivity and confidentiality of any information that you may have access to, regarding clients/customers, in adherence with the Data Protection policies of the Council.

To support and undertake such other duties commensurate with the experience of the postholder and the grading of the post as may be reasonably delegated from time to time.

Keep abreast of all organisational changes and business developments.

## **SPECIFIC RESPONSIBILITIES**

In relation to tenancy audits: Arrange and book appointments; send out letters; prepare paperwork; support by carrying out tenancy audit visits completing Tenancy Audit Form either electronically or a paper form as instructed by Senior Housing Officer; send follow up emails as required; update tenancy audit spreadsheet; update progression of completed audits weekly; put narrative of progress weekly on audit spreadsheet; send weekly updates on progress to Senior Housing Officer and Tenancy Services Manager; send monthly update to Head of Housing for the Housing Regulator; liaising with Legal and tenants regarding no access and continued missed appointments,

Support/Conduct New Tenancy Visits / Introductory Tenants visits and update MRI as instructed by Senior Housing Officer.

Make referrals to CAB/Tenancy Sustainment Officer following visits.

Make ELF/Food Bank/DHP referrals.

Deliver food parcels when necessary.

Print off rent statements/estate management letters/ any other documents / envelope letters for Housing Officers as instructed by Senior Housing Officer.

Support in delivery of Letters / Notice of Seeking Possession (NOSPs.)

Support with the administration of Universal Credit Portal and Income / Estate Management Inbox.

Scanning of documents to Housing Management Software System - MRI.

Assist in producing legal replies/documents for Freedom of Information (FOI) and Ombudsman correspondence as instructed by Senior Housing Officer.

Respond to Customer queries via telephone, email, website or from other departments as required.

To provide accurate and timely management information as directed and to continually strive to improve systems of work to achieve maximum performance in accordance with the priorities set by the Senior Housing Officer.

Providing administration support for all statutory regulations.

Processing and uploading documentation into housing systems and ensuring any required spreadsheets are kept up to date.

Ensuring all housing systems are updated in real time to provide accurate record keeping and tasks are carried out within the agreed SLAs.

Ensuring all communications are responded to in a timely manner.

Where requested, to support with taking and producing accurately recorded minutes.

Providing data and reporting to support the collation of monthly, quarterly and annual performance information.

Providing support for other members of the Tenancy Services Team as instructed by the Senior Housing Officer.

Any other duties may be requested by the Senior Housing Officer.

**Date issued: March 2026**

**Issued by: Head of Housing**