

Job Profile: Tenancy Enforcement and Fraud Officer

Reports to: Neighbourhood Manager

Directorate: Resident Experience

Main Purpose

To lead on the organisations approach to anti-social behaviour, tenancy fraud and other tenancy breaches.

To provide a first class service to residents, staff and stakeholders in identifying, combatting and eradicating anti-social behaviour and tenancy fraud.

Key Responsibilities

- *Identify incidents of anti-social behaviour and work collaboratively with colleagues and external stakeholders in stopping it.*
- *Manage, monitor and respond to enquiries and complaints of ASB and ensure that the appropriate action is taken, ensuring detailed information and advice is given to improve overall satisfaction across the service.*
- *Identify issues of tenancy fraud and work collaboratively with colleagues and external stakeholders in obtaining possession of the property and creating an income by applying for Unlawful Profit Orders.*
- *Raise awareness with our residents, stakeholders and colleagues in respect of anti-social behaviour and tenancy fraud.*
- *Provide awareness and practical training to all areas of the organisation.*
- *Create, renew and provide training on relevant policies and procedures and internal documents.*
- *Work collaboratively with all external stakeholders in identifying and combatting anti-social behaviour and tenancy fraud .*
- *Be responsible for the preparation of all relevant legal notices including witness statements.*
- *Support victims of anti-social behaviour including domestic violence including out of hours if necessary.*
- *Obtain disclosure from external agencies (including those such as NAFN) to progress investigations.*
- *Assist with the investigation of internal fraud and other actual or attempted frauds against the business as appropriate.*

Key Performance Criteria

for each of the key responsibilities listed above detail the specific criteria that will be used to evaluate achievement.

- *Establish and maintain accurate records of all tenancy enforcement casework, working within agreed service levels and productivity targets.*
- *Support the protection and safety of our residents by ensuring safeguarding procedures are followed and safeguarding concerns are appropriately identified, monitored and reported.*
- *Effectively work with, and support, internal colleagues to ensure they are able to deliver any actions required of them to a high standard.*

- Provide expertise and support to highly complex and challenging cases, ensuring appropriate support mechanisms are in place for residents and staff members and ensuring that appropriate use is made of additional legal advice.
- Attend relevant court proceedings to ensure that the business is professionally represented, and cases are presented utilising accurate documentation.
- Establish and maintain internal and external stakeholders and partner relationships to ensure appropriate support is provided and best practice is established and delivered consistently across our stock.
- Facilitate and attend multi-agency case conferences and problem-solving groups, and coordinate action plans and reviews.
- Continually review relevant processes, guidance and documents to ensure SBHA meets current best practice.
- Maintain membership and liaison with key organisations who support anti-social behaviour and tenancy fraud work.

Qualifications, Skills & Experience

Identify areas that are essentially required to perform the key accountabilities of the role.

- Experience of delivering an exceptional customer focused service to a diverse range of customers, both internal and external.
- Significant experience of anti-social-behaviour and tenancy fraud case management and relevant criminal and civil legislation. (If you excel in one area over the other, then training will be provided to ensure you excel in both areas).
- Proven experience of preparing legal notices and witness statements.
- Working knowledge of Safeguarding responsibilities.
- Experience of managing and prioritising resources effectively to meet demand.
- Ability to inspire others.
- Experience of dealing with residents sensitively in challenging situations.
- Experience of strong messages and enforcement against residents when required.
- Ability to analyse data including complex financial information.
- Ability to present information in a clear and concise way to senior managers and other stakeholders, to support and influence decision-making.
- Highly self-motivated with the ability to plan and work effectively without high levels of supervision.
- Excellent written, oral and inter-personal communication skills.
- The ability to provide practical training to colleagues on anti-social behaviour and tenancy fraud topics.
- Ability to work evenings and weekends if required.

Our Values

Community focused - *Putting our community and customer first*

Accountable - *Taking ownership for how we behave, spend money and deliver high performing services, internally and externally to each other and our customers*

Innovative - *Keeping an open mind to new ideas and being motivated to make a positive impact*

Caring - *Supporting each other and building strong relationships*

