Area Tenancy Manager

Reports to:	Housing Performance Manager		
Department:	Housing and Neighbourhoods	**Grade:**	Po1-Po2
DBS Status:	Basic	**Politically restricted:**	No

Job Purpose:

• To directly manage a housing portfolio, delivering and coordinating all aspects of high quality, visible and accessible tenancy service, achieving targets and contributing towards high levels of tenant satisfaction.

• To manage tenancies, end to end, let to re-let, taking full ownership of the tenant's journey and ensuring all tenants have access to financial inclusion and support, are able to meet their rental obligations and live in good quality, safe, suitable and affordable homes.

• To take initiative in complex cases, drive successful outcomes that benefit the tenant and have a commercial mindset whilst ensuring all statutory and regulatory obligations as a landlord are reflected in your daily duties.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Overall Description

The Area Tenancy Manager post involves managing a portfolio of Brent Council owned Social homes and delivering a high-quality, accessible tenancy service across the full tenancy lifecycle.

The role is responsible for sustaining tenancies, supporting residents to meet their rental obligations, and ensuring homes are safe, suitable and affordable, while managing complex cases and ensuring compliance with all statutory and regulatory landlord responsibilities.

Job specific roles and responsibilities

PO1

Date of Job Evaluation: 3/02/2026

1. To be the face of the landlord; providing a high level of customer service, taking ownership
for every aspect of tenancy management and tenant requests, ensuring that expectations are managed.

2. Work collaboratively and be the lead contact, keeping stakeholders informed, delivering a seamless 'one team' landlord service. This will include setting up and managing professionals' meetings and action plans as needed for complex issues.

3. Responsible for keeping all residents' records and data up to date and accurate in real time,
with all interaction recorded, holding other teams to account to do the same.

4. To undertake a proactive approach to tenancy management by adopting mobile working with the use of appropriate IT and communication systems and adhering to health and safety and lone working requirements

5. To work continuously to promote digital inclusion, supporting tenants to achieve channel shift enabling them to confidently raise repairs, paying rent and Council Tax through My Account, increasing use of Direct Debit payments for all regular transactions.

6. To represent the landlord for the portfolio with an empathetic but commercial mindset, focusing on robust achievement of KPI targets for rental income- letting properties and garages, tenancy audits and property inspections, and reclaiming homes - understanding who the residents are and what support they need from the landlord, ensuring they are supported to live healthy, prosperous lives in good quality housing and homes do not fall into arrears, void, or are claimed by illegal tenants.

7. To develop and maintain a sound understanding of the support needs of vulnerable individuals/families and pathways of support; linking them to appropriate services relating to issues such as physical and mental health, substance misuse, offending, learning disabilities, independent living skills, education, training and employment needs.

8. Create in your portfolio a sustainment and resilience approach where understanding of the reasons behind arrears or risk of arrears, and knowing your tenants is paramountdistinguishing between 'can't' and 'won't' pay, putting effective and consistent interventions in place and offering quick solutions while helping tenants to help themselves.

9. Where necessary ensure that the correct notice is served and make strong decisions (with guidance) on when to prepare and present possession cases for the County Court, always monitoring and managing the turnaround of cases referred to Legal Services and attending court cases and evictions as the lead decision maker.

10. Support individuals to apply for all benefits available to them and jointly attend appointments when necessary, promoting a 'rent first' attitude.

11. Refer suspected cases of fraud or misrepresentation to the Council's Audit and Investigation Unit.

12. Be responsible for tenants at tenancy termination making sure the tenancy is enforced and properties are returned in good, clear condition.

13. Ensure voids are prioritised with fast turnaround times; arranging viewings promptly so that suitable properties are offered to homeless clients as soon as possible, with minimal rent loss.

14. Ensure that vulnerability assessments and other checks are carried out at yearly audits to assess tenancy suitability and sustainability, identifying tenants who may need support to maintain their tenancy or evacuate their homes in an emergency.

15. Create a holistic relationship to be proud of from Day 1 with tenants- enabling their independence and success in tenancy management and making them aware of their responsibilities and rights.

16. Ensure the property is suitable and compliant with all certificates- on Day 1 set up Direct Debits for rent and Council Tax, apply for all relevant benefits including Universal Credit and Council Tax reduction with the tenant, and setting them up on My Account.

17. Go through the induction pack for new customers and provide all tenants with a clear and consistent level of information relating to their obligations when ending a tenancy, and the ability of HMS to recharge and pursue legal action where there are rent arrears, outstanding bills, or homes left in poor condition

18. Carry out health and safety inspections of all communal areas of your blocks once a month, taking ownership, keeping detailed records and reporting anything people or property related (repairs, cleaning, grounds maintenance, trees, ASB etc.) while on site and taking any necessary remedial action, paying particular attention to fire safety and making sure are statutorily compliant.

19. Lead on monthly Estate Walk Abouts with tenants, Councillors and other stakeholders; developing action plans and holding Property Services and other partners to account, making sure works are done to a high standard and in a timely manner.

20. Proactively identify any areas that are subject to ASB such as fly tipping, graffiti and abandoned vehicles and case working and managing high profile ASB cases. This will include arranging meetings with other professionals, taking a trauma informed approach and making sure response is focused with realistic, fast and efficient actions supported by an effective action plan.

21. Manage communication from Members offering proactive resolution of all issues and responses are given within target.

22. Be the primary contact for local stakeholders e.g.: residents associations, Councillors, the police etc. for individual casework.

23. Hold contractors to account, acting as a spokesperson and advocate for tenants in relation to repairs, ensuring they receive quality services, escalating matters in a timely manner if necessary.

24. Ensure services are resident focused and responsive. This may include the need to attend evening meetings.

25. Respond to any and all Domestic Abuse cases in line with Domestic Abuse Housing Alliance guidelines.

26. Be a role model and ambassador for the Council, acting with openness, professionalism and integrity at all times

27. Lead on engagement with tenants, coordinating action and activities, encouraging Residents' Associations, and taking ownership of all notice boards. Ensure that communications are meaningful and up to date, for everything tenancy and estate related.

28. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

29. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.

30. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

31. Undertake any other duties commensurate with the general level of responsibility of this post.

PO2 - All of the above responsibilities plus:-

32. The postholder will carry out their role with a high degree of independence and autonomy.

33. Manage end to end complex ASB cases in partnership with the Community Protection Service.

34. Attend community MARAC and DA MARAC meetings on behalf of the service.

35. Manage end to end domestic abuse cases in partnership with the Domestic Abuse Housing Team and in accordance with Domestic Abuse Housing Alliance guidance.

36. Manage and chair case conferences and professional meetings, setting tasks and action plans and monitoring outcomes, holding others to account.

37. Provide mentoring and coaching to PO1 of staff.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Knowledge and understanding of local authority statutory and support services related to the housing sector and emerging trends.

2. Awareness of Protection from Eviction Act 1977 and Housing Act 1988 as it relates to the issue, management, and termination of Assured and Assured Shorthold Tenancies.

3. Knowledge of welfare benefits and related issues, including Universal Credit.

4. Knowledge of equality and diversity issues affecting social housing tenants such as stigma.

5. Good knowledge and understanding of standard IT software packages including Microsoft Office and Teams.

6. Comprehensive understanding of the regulatory requirements for social housing landlords and how to embed these into day-to-day practice as a housing professional.

Additional Knowledge Requirements at PO2 Level:

7. Detailed working knowledge of ASB policy and procedure.

8. Detailed working knowledge of Domestic Abuse policy and procedure.

9. Detailed working knowledge of the Social Housing Regulations Bill.

Experience

1. Experience and commitment to working on own initiative, setting and managing challenging goals, taking total ownership with pride, wanting to make a difference.

2. Experience of delivering high quality customer services in partnership with the customer, putting them at the heart of your decisions.

3. Experience and commitment to working on your own initiative, setting and managing challenging goals, understanding your contribution, impact and how to make a difference by taking total ownership of a role with pride.

Additional Experience Requirements at PO2 Level:

4. Experience of being responsible for positive change and making things happen.

5. Demonstrable experience of successfully managing ASB and DA cases to conclusion and in line with policy.

6. Demonstrable experience of consistently reducing rent arrears across a housing patch with sustained repayment plans in place.

7. Demonstrable experience of end-to-end tenancy management of a patch, with limited supervision and direction, working autonomously and consistently delivering actions in line with policy and procedure.

8. Experience of working with minimal supervision.

Skills and Abilities

1. Ability to remain confident and assertive and manage expectations honestly whilst recognising individual needs and showing empathy to the tenant, demonstrating determination to succeed in the face of pressure and difficulties.

2. Excellent interpersonal skills, with the ability to convey complex written and oral information clearly and effectively.

3. Ability to effectively interpret a range of different legislation and procedures and clearly explain the information to tenants.

4. Good organisational skills with the ability to work systematically with a calm approach, working on own initiative consistently meeting deadlines.

5. Ability and commitment to maintain detailed, evidence-based records in real time.

6. Ability to create an effective balance between tenancy sustainment and enforcement, with an aim to help tenants remain in their homes, but not at the cost of others' safety.

7. Ability to work flexibly, which may include working out of hours, attending home visits and evening meetings, as necessary.

8. Good IT skills with the ability to use standard IT software including Microsoft Office and Teams and to use other software relevant to the job role.

Additional Skills and Abilities Requirement at PO2 Level:

9. Ability to attend Court hearings and present cases.

10. Ability to undertake assessments of tenants with regard to their entitlements, particularly housing related benefits and Welfare Reform and carrying out robust affordability and suitability assessments in line with homelessness legislation, as necessary.

11. Ability to deal effectively with challenging behaviour, including the ability to deal sympathetically with distressed, agitated, confused or irate individuals, without becoming personally involved in clients' problems.

12. Proven ability to handle Member Enquiries effectively and sensitively, providing quality responses.

13. Good judgement, analytical and comprehension skills.

14. Proven ability to manage Walk Abouts and action plans, managing relationships with contractors and other services to achieve outcomes in target.

15. Proven ability to meet set KPIs.

16. Ongoing CIH professional development.

Budget Responsibility and Overall Headcount - None

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs