



Role Profile

Tenancy Housing Officer

Housing

Prevention and Communities

Role Profile: Tenancy Housing Officer	Role Profile Number: SBC_12631
Directorate: Housing	Reporting to: Tenancy Housing Manager
Grade: CFL 8	Date Prepared: 28 March 2026

Our values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other



Purpose

The Tenancy Housing Officer will deliver an exemplary customer experience that drives up satisfaction, achieved through a proactive and comprehensive housing management offer across Council-owned properties.

The postholder will be working on a patch and will be visible and approachable, understand local issues, work collaboratively, and be the trusted face of organisational accountability for the quality of homes, neighbourhoods and services we provide.

This role will directly deliver a range of tenancy management and neighbourhood services, collaborating with key colleagues from across the organisation as well as developing relationships with other local service providers. You will aim to sustain tenancies and ensure neighbourhoods are clean, safe and a place where our customers want to live and thrive.

The successful candidate will demonstrate technical expertise in housing management, and the ability to manage complex operational activities. The role also requires effective stakeholder engagement, robust risk management, and a commitment to continuous improvement to safeguard residents, colleagues, and the wider community.

Key responsibilities and accountabilities:

- Deliver a proactive face-to-face tenancy management service, building relationships with new tenants within a patch.
- Completing 'behind every door' visits, property and pre-void inspections, and tenancy audits as part of a targeted programme ensuring the property meets our standard and is safe and suitable for the family.
- You will support the tenant journey at key stages such as new tenancy visits, tenancy audits, end of tenancy visits and property inspections, including for transfers.
- You will also be required to oversee complex general enquiries and provide information to support complaint resolution.
- Deal with applications for succession, assignment, termination and other tenancy related matters in line with legislation, policy and the tenancy agreement.
- Support tenants with applications for permissions, joint-to-sole, changes in circumstances, and general tenancy enquiries.
- Take appropriate tenancy enforcement action, including legal proceedings when required for breaches of tenancy including tenancy fraud, nuisance behaviour, unauthorised alterations, overcrowding and abandonment.
- Support other teams to deliver services when access becomes a challenge to carry out key health and safety repairs and compliance related services.
- To undertake communal inspections in blocks as required, and to monitor hazards and maintain high standards on housing estates, reporting any incidents of vandalism and/or damage to ensure speedy remedy. Proactively manage estates including identification and remedy of untidy gardens and tree maintenance.

- Identify support needs and explore property suitability requirements offering information, guidance, and signpost to appropriate colleagues and voluntary agencies.
- Develop a detailed working knowledge of your patch, utilise data and local knowledge to develop improvement plans to create thriving neighbourhoods.
- Take proactive action to support positive neighbour relationships and safe neighbourhoods, addressing reports of behaviour which may impact on customer wellbeing such as household and property related noise, communal area, garden, vehicle, and pet nuisance.
- Work collaboratively with Housing enforcement colleagues when needed to support with initial and ongoing community safety work.
- To actively work with households and other agencies at times of crisis such as relationship breakdown, domestic abuse, bereavement or decline in health to support housing need at critical times when customers are vulnerable. To use emotional intelligence in providing a sensitive and appropriate service.
- Safeguard vulnerable adults and children by escalating concerns through the appropriate channels and represent housing at multi-agency meetings.
- Arrange and lead on estate walkabouts and patch inspections along with residents and other stakeholders where appropriate.
- Competently use our systems to ensure a golden thread of accurate and comprehensive record keeping
- Meet key performance service targets.
- Ensure services are delivered in line with corporate priorities, statutory requirements, and health and safety legislation.
- Take responsibility for personal safety while lone working, ensuring compliance with SBC Health and Safety policy.
- Respond to service requests, complaints, and enquiries from residents, elected members, and other stakeholders.
- Attend meetings with tenants, leaseholders, community groups, and Councillors to provide operational updates and resolve issues.
- Support the development of digital systems and data reporting tools to improve operational insight and decision-making.
- Promote a data and customer insight driven culture by utilising data and feedback to inform decision-making within processes and service delivery.

Supplementary Accountabilities:

- Represent the service in meetings with Councillors, residents, and external bodies, providing professional advice and updates on operational matters.
- Promote and embed equality, diversity, and inclusion in all areas of work.
- Participate in continuous professional development and ensure training needs are met.
- Respond to priority service requests and emergencies, including working unsociable hours when required.
- Collaborate with internal teams and external stakeholders to ensure clear communication of expectations, health and safety requirements, and operational priorities.
- Take part in community development events and act as an ambassador for housing, promoting engagement and supporting customers who will benefit most.

- Develop and maintain collaborative working relationships with internal teams and external agencies to support exemplary customer service and tenancy sustainment.
- Carry out any other duties appropriate to the post as necessary or as requested.

Flexibility to travel as part of managing a patch, and flexibility to travel across the regions borough when cover is required.

Professional behaviours:

Everyone in Housing is responsible for

- Safeguarding adults and children.
- Reporting damp and mould.
- Keeping resident records up to date and accurate.
- Promoting engagement opportunities and giving opportunities to be heard to under-represented voices.
- Treating tenants and their homes with respect.
- Maintaining levels of professional conduct and practice.
- Data protection and governance.

Decision making:

- Prioritise and escalate decisions where there is a risk to life, serious injury, environmental harm, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Support decision-making on service improvements, innovation trials, and transformation initiatives, ensuring alignment with strategic goals and customer expectations.
- Provide expert advice in response to complaints, legal claims, insurance matters, and regulatory investigations, representing the Council where required.

Creativity and innovation:

- Drive service improvement by identifying operational trends and recommending changes to practices, standards, or policies.
- Promote innovative use of methods, and digital tools to modernise service delivery and improve efficiency.
- Support the implementation of technical solutions that enhance compliance, asset performance, and customer outcomes.
- Contribute to strategic development initiatives, ensuring innovations align with organisational.

Job Scope:

Number and types of jobs managed: None

Budget Holder: No

Budget Value: N/A

Asset Responsibility: N/A

PERSON SPECIFICATION

Qualifications	Essential or desirable
- Chartered Institute of Housing level 3 or above (or equivalent experience) - Management qualification or equivalent experience desirable - Educated to GCSE Level A–C or equivalent	Desirable Desirable Desirable
Knowledge and experience:	
- Proven experience of working with customers face to face and over the telephone; being able to demonstrate excellent customer handling skills and dealing courteously and in a professional manner, speaking clearly and showing patience towards others; being able to gather information and give support and assistance. - Appreciation and understanding of Housing legislation including the the Social Housing Regulation Act and the consumer standards. - Experience in stakeholder engagement, conflict resolution, and customer service. - An understanding of the Data Protection Act and the safeguards against disclosing information to a person other than the data subject.	Essential Desirable Desirable Desirable
Aptitudes, Skills and Competencies:	
- Excellent communication skills. - A problem solver who can use their own initiative. - Able to work under own initiative and managing caseload. - Excellent IT skills, and a good knowledge of Microsoft Office. - Ability to maintain and update databases with high levels of accuracy. - Must be fluent in the English language (as requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role).	Essential Essential Essential Essential Essential Essential
Special Conditions of Recruitment:	
The postholder will require a full UK driving license and access to a vehicle and have business insurance	Essential

Other Key Features of the role:

It should be noted that the duties and tasks associated with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

