

Tenancy Sustainment Officer

London

Salary: £29,508 per annum, plus essential car user allowance or Oyster Card and excellent benefits

About us

We are a group of four London based Housing Associations; Ekaya HA, Hornsey Housing Trust, Shian HA and Innisfree HA, who have decided to work together to create this important new role to provide additional support to our residents.

Ekaya is a BME housing association and its mission is “to offer good quality housing and support services primarily to black and ethnic minority (BME) women, their families and other groups with similar needs”. We own or manage over 450 homes in south London and provide housing and support services to our residents.

Innisfree was established in 1985 on the back of the campaigning zeal of a small group of individuals who were driven to do something about the poor health and housing conditions of the local Irish community in Brent. From the management of short-life housing in one borough, Innisfree has grown substantially and now owns over 550 homes, mainly in North & West London. We provide family homes, a very successful scheme for Irish Elders and shared housing for single people.

Shian Housing Association Ltd (Shian) is a community-based housing association offering both social, affordable, and intermediate housing and related services primarily to the black and minority ethnic community in North East London. We remain, proudly, an independent, BME-led organisation, which is tuned in to the cultural sensitivities of the communities we serve. We own over 500 flats and two hostels and provide mainly general needs accommodation, supported housing for people who were rough sleepers and/or with mental health problems. We own and manage hostels for vulnerable young ex-offenders and run innovative and well-regarded projects aimed at ex-gang members. We worked successfully with partners and our residents in investing in our communities and have an ongoing investment program and more than 30% of our expenditure each year is spent on maintaining our housing stock.

Hornsey Housing Trust is a small housing association, set up in 1933 and now managing 394 homes, mostly within the Hornsey and Crouch End areas of North London. Since that time, it has grown to become a specialist provider of a range of affordable housing, support options for over 400 older people and people with other support needs in order to live full, independent lives in the community of their choice. We specialise in meeting the housing needs of older people – over 45 years - both in our sheltered schemes and in our converted street properties. We are focussed on improving the quality of life for our tenants and older neighbours.

About the role

This is a new role and we're looking for someone with the skills, knowledge, experience and the right approach to come into the role and start making a positive difference for our residents. You'll be employed, managed and supported by staff from Ekaya and will have project meetings with staff from all four associations.

The purpose of this role is to help residents sustain their tenancies, to make sure they can access all the support and funds that are available to them, so that they maximise their income and can afford to live independently with dignity. The role covers wide range of support and we're looking for someone to be creative to finding solutions to the challenges that our residents are facing.

You'll need to be able to keep accurate records of your work and be able to report on the difference you are making. This is important because this is initially a pilot project for 12 months and if it is successful we expect to continue to fund the post so there is potential for a longer term role here.

We want this role to be a success and you'll find us a supportive group that are good at working together to achieve success.

About you

You'll need to be well organised, able to self organise your time to make sure you're delivering across the four housing associations. We expect the post holder to work one day a week for each association with one day for management and administration.

You'll need to comfortable working in an agile way, using technology to connect with staff and residents. You'll also need to be able to travel across London to meet residents in person where this is needed. The post comes with an essential car user allowance but we expect the post holder is more likely to use public transport instead and travel costs will be covered.

You'll need to be IT literate and have excellent communication skills together with behaviours that demonstrate empathy and understanding with residents, so you can build trust and rapport with people who are often vulnerable or marginalised, and begin the process of helping make a positive difference to their lives.

As well as this you'll need to have a thorough knowledge of the welfare benefit system rules and regulations, how these work, how residents can access different funds and how they can appeal decisions. This should include disability benefits, health benefits, Universal Credit and Housing Benefit. The ideal candidate will have had previous experience in a similar role with a track record of successfully supporting residents to maximise their income and overturn adverse benefit decisions.

You'll also need to be aware of other sources of funding and support available from the statutory, voluntary, charitable and faith sectors and be able to support residents to access these.

Ideally you will have had previous experience of supporting people with health problems, including mental health and be able to deal issues like hoarding and isolation with tact and sensitivity.

You'll be able to clearly demonstrate our values alues and behaviours internally and externally, supporting our ambition to be employers and partners of choice.

How to Apply

If this opportunity is one that interests you, please apply by submitting your CV, together with a supporting statement of no more than 2 sides of A4, detailing how you meet the person specification and requirements of the role. Please refer to the attached job description, person specification and competency framework. To download an application pack and/or discover more about Ekaya, please visit www.ekaya.co.uk/join-ekaya.

Applications may be sent to Human Resources, Ekaya Housing Association, 145 Stockwell Road Brixton London SW9 9TN, or via e-mail to recruitment@ekaya.co.uk.

The closing date for receipt of applications is 17th April.

Interview dates for shortlisted applicants will be confirmed.

For an informal discussion about the role, please contact Andrew Furtek, Head of Operations at Ekaya on 07538 608972 or email andrewf@ekaya.co.uk

Ekaya Housing Association reserves the right to amend the closing date.

PLEASE NOTE THAT WE DO NOT ACCEPT ANY CANDIDATE REFERRALS FROM AGENCIES.

Other Requirements

- A full driving licence, valid to drive in the UK, or able to travel across London using public transport and an enhanced DBS check are essential for this post.
- Successful candidates will be required to provide proof of eligibility to work in the UK.

Equal Opportunities Statement

Ekaya Housing Association is a diverse Association that respects differences in race, disability, gender, gender identity, sexual orientation, faith, background or personal circumstances – we welcome all applicants. We want everyone to feel valued and included at Ekaya and to be able to achieve their full potential. Ekaya is opposed to any form of unlawful discrimination and commits itself to the redress of any inequalities by taking positive action, where appropriate.

Our Privacy Policy

We are committed to confidentiality and data protection requirements, and in accordance with the new General Data Protection Regulation (GDPR), Ekaya Housing Association will use applicants' information only for the purpose of processing their job applications. Any personal information you provide in the process of this application is provided in the strictest confidence. For further information on why we process certain data, please read our Privacy Policy which can be found on our website at www.ekaya.co.uk.