

Post Title: Senior Non-Secure Tenancy Officer
Grade: NCC H

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

Responsible for leading, developing and supervising a Non-Secure Tenancy Officer whose responsibility is to provide housing related advice to homeless families and manage any housing management issues, including taking enforcement action and legal action if needed. The post holder may also hold a small caseload and be responsible for maximising rental collection from all temporary accommodation properties.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. To assist the Temporary Accommodation Manager in the day-to-day management of the housing scheme.
4. To deputise for Non-Secure Tenancy Officers in property management when the need arises.

5. To monitor the work of Non-Secure Tenancy Officers to ensure the correct procedures for rental income are maintained to maximise rental recovery.
6. To supervise Non-Secure Tenancy Officers to deliver a comprehensive, customer focused tenancy sustainment service.
7. To allocate, monitor and supervise the Non-Secure Tenancy Officers caseload to ensure that records are effectively maintained.
8. To support the Non-Secure Tenancy Officers the issuing of warning letters, NTQ or legal action.
9. Represent the Temporary Accommodation Manager at case conferences and deputise at meetings as directed.
10. To support and assist the Temporary Accommodation Manager to identify, develop and implement performance indicators and targets.
11. To monitor and review performance in relation to targets and policies through the collation and analysis of information and production of reports.
12. To implement solutions to improve performance and promote best practice.
13. Monitor and review performance of individuals through the analysis of key data in order to produce relevant and meaningful reporting statistics.
14. To support the Temporary Accommodation Manager in recruitment.
15. Actively monitor, review and manage individual staff performance in relation to service area key performance/targets/deadlines and the Council's required standards of performance and conduct. This will involve discussing and providing regular feedback to staff on their individual performance and managing and recording of poor performance and undertaking of Performance Development Reviews.
16. Provide training for new and current employees according to the needs of the service.
17. To promote effective liaison with external partner agencies and internal teams.
18. Maintain confidentiality of customer information within Data Protection and any other relevant legislation and guidelines.
19. To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed.

Number and grades of any staff supervised by the post holder:

1 - NCC E



All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Temporary Accommodation Manager

Date: June 2025

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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Technical Skills and Knowledge	Experience of supervising a front-line team dealing with complex and challenging customers and being able to motivate and develop employees to achieve challenging targets.	✓	✓	
	Able to demonstrate ability in managing performance & achieve continuous service improvements within a Value for Money framework.	✓	✓	
	Able to demonstrate experience of recovering and maximising rental income.	✓	✓	
	Knowledge and experience of homelessness related issues including a working knowledge of welfare benefits.	✓	✓	
	Knowledge of H&S requirements for residents living in temporary accommodation.	✓	✓	
	Ability to manage working relationships and communicate complex or sensitive issues to a wide range of people to ensure the efficient and effective running of the service area.	✓	✓	
	An ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies.	✓	✓	



	Able to demonstrate skills to improve services and performance for our residents.		✓	✓	
	Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to analyse and prepare comprehensive written reports, spreadsheets and presentations.		✓	✓	
	Commitment towards continual personal professional development and will be an existing member, or willing to work towards membership of the Chartered Institute of Housing.		✓	✓	
	To attend Court in order to give evidence as a witness or acting as instructing officer.		✓	✓	
Qualification requirement	National Vocational Qualification (NVQ) level 3 or an alternative management qualification.		✓	✓	✓
A - Application	AC – Assessment Centre	D – Documentary			