



Post Title: Non-Secure Tenancy Officer
Grade: NCC E

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.

To work as part of a team providing assistance to homeless people living in Nottingham City Council Housing Services temporary accommodation. To assist the Temporary Accommodation Manager in the day-to-day management of temporary accommodation and work with other staff, Nottingham City Councils Housing Solutions and other partner agencies to help residents prepare to move on to permanent housing.

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 receive referrals of homeless people needing emergency temporary accommodation from the City Council's Housing Solutions Service.
4. To issue keys, provide advice to new residents and assist them to move in, including explaining the conditions of the license and assisting new residents to claim Housing Benefit so that they can pay for their accommodation.



5. To monitor resident payment accounts, ensuring that the rent and service charges are paid promptly and taking suitable recovery action where charges are not paid. Assist residents to maximise entitlement to Housing Benefit and other welfare benefits.
6. To monitor the behaviour of residents and take action where appropriate. This may include having to take legal action against residents to evict from the temporary accommodation or refer to more appropriate support partners.
7. To liaise with other agencies to ensure that residents obtain necessary support and advice.
8. To ensure that residents have the necessary furniture and equipment for the duration of their residency at the temporary accommodation and to ensure that these items are maintained and returned in a usable and safe condition.
9. To liaise with Housing Solutions and notify them of vacancies and residents who do not occupy temporary accommodation provided to them. To ensure that void rates in the temporary accommodation are kept to the absolute minimum.
10. Attend case conferences and meetings as required.
11. To ensure that monitoring is carried out and robust case load and file management is adhered to at all times.
12. To ensure that operational processes and procedures are adhered to.
13. To display a positive, flexible and proactive approach to delivering an excellent customer care service, including dealing sensitively with a diverse customer base.

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

None

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	Previous experience of working in a housing environment and an ability to learn.	✓	✓	
	Experience of working with and providing support and advice to vulnerable people such as homeless people and refugees.	✓	✓	
	Working knowledge of Welfare Benefits.	✓	✓	
	An understanding of issues relating to homelessness.	✓	✓	
	Experience of working within a team and of proactively working towards joint targets.	✓	✓	
	Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint).	✓	✓	
	Good interpersonal skills and a proven ability to communicate effectively at all levels and to a range of customers, and the ability to develop and present written or verbal information in a clear and concise manner.	✓	✓	



	Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations.	✓	✓	
	Ability to be considerate but also firmly assist and direct people who may not be engaging or not adhering to their tenancy.	✓	✓	
	Ability to represent the service by developing and maintaining effective relationships with internal and external representatives and other bodies.	✓	✓	
	Ability to demonstrate self-motivation and work proactively with minimum supervision to ensure that targets are met.	✓	✓	
	Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare accurate reports, spreadsheets and presentations as requested.	✓	✓	
	Ability to identify, implement and promote new services in an innovative way.	✓	✓	
Qualification requirement	NVQ Level 2/3 in Housing Management or willing to work towards a qualification, or a part qualification of the Chartered Institute of Housing.	✓	✓	✓
A - Application	AC – Assessment Centre	D – Documentary		