

MTVH ROLE PROFILE

Date: 11/03/2026

Role Title (External)	Customer Transitions Advisor	Directorate	Development	Location (based)	Project based – 5 days a week
Reports To	Customer Experience Manager	Function / Team	Housing Special Projects	Geographical Spread	North London (Edmonton)
Direct Reports	No	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes ☐ No ☒
DBS Check Required	Yes ☒ No ☐ If yes for DBS check, which level is needed? Basic			Driving Licence	Yes ☒ No ☐
				Insurance check required	Yes ☒ No ☐

The nature of this role means that the post holder will be regularly involved in activities with vulnerable adults who receive social care. To meet our commitment to providing safe, high quality services to our customers we will complete a basic background check with the Disclosure and Barring Service once an offer of employment is made. A new check will be completed every three years.

Overall Responsibility

To manage and coordinate excellent customer services for those who need to be permanently decanted within a defined project team. Be the accountable customer facing representative of MTVH across all tenures including rented, later living and leasehold customers. To coordinate internal and external services to meet the diverse needs of customers delivering services that meet individual and local needs to enable them to move in line with the agreed project parameters.

To manage the relationship and increase MTVH reputation with external agencies and to participate in local initiatives that will improve the lives of our customers.

Key Responsibilities and Outcomes

Customer Care

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- Develop and maintain local multi-agency links for the benefit of customers and MTVH and use these to deliver efficient, co-ordinated services to customers.
- Understand the frameworks in place to support customers at risk and use these effectively.
- Work in partnership with all areas of the business and external providers to provide appropriate support for vulnerable customers throughout their journey towards moving home.
- Manage complaints effectively, using strong customer and communication skills to resolve complaints at the first stage.
- Develop and maintain local relationships with key local stakeholders, and respond to enquiries from MPs, Councillors and other stakeholders relating to local issues.
- Feedback and engagement with customers on all aspects of the project, taking ownership at all times and providing advice and support through a challenging period.
- To participate in any response to an emergency situation.

Project Management

- Work with our Customer Voice Team to establish tenant and resident associations and any other estate or block resident forum, coordinating the input and performance of other internal and external performance areas to deliver a satisfactory outcome for residents and MTVH.
- Represent Metropolitan at local meetings and events with customers and stakeholders, and act as the public face of MTVH in the local area, and support the work of the Regional Panel.
- Take the lead on working with customers, contractors and stakeholders to ensure that the environment meets service standards and customer expectations.
- Assist Customers throughout their journey to a new home, including removals, redirections and reconnections, settling in and processing of all relevant paperwork to ensure a smooth transition to a new home.
- Contribute and organise well being and community activities to maintain a positive environment for customers.
- Building productive and positive relationships with customers, to understand their needs and preferences so that allocations are appropriate and meet their needs as well as moving the project forward.

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- Assist to conduct non-technical, health and safety checks on a regular basis and report any failures through the designated system, ensuring that remedial works are subsequently carried out.
- Proactively ensure that all data is uploaded to systems, to create an effective overview of the project and our customers.

Tenancy Management

- Manage complex tenancy and later living related issues, including succession, mutual exchange, assignment of tenancies whilst managing the customers move to a new home.
- Have a good local knowledge of the delivery of services and ensure relationships are built i.e. Concierge, Support Workers
- Visit residents regularly to build relationships and ensure tenancy is being maintained.
- Engage with customers to review their current arrears and how this can be managed, prior to moving, working closely with the Income Team. Link customers into benefits advisory services to ensure that they receive appropriate benefits for their circumstances.

Tenancy Enforcement

- Contribute to the effective management of ASB cases in your assigned area, drawing in the support of the specialist Tenancy Enforcement team where needed to ensure that any new tenancy can be sustained effectively.
- Deliver a robust approach to tenancy and estate management, including a clear and decisive approach to tackling fraud and subletting, prior to customers moving home.
- Work with the central income team to manage arrears up to a defined limit including resident visits, referral to money advice and pre court action.
- Ensure tenants and leaseholders comply with the terms of their tenancy and lease agreements, undertaking investigations for allegations of anti-social behaviour, and undertaking tenancy and lease enforcement through formal warnings and the legal systems where necessary, including preparing cases for presentation to court.

Lettings Management

- Conduct viewings of empty properties (in any location) with new customers and complete new tenancy sign ups.
- Carry out pre tenancy termination and mutual exchange visits for all properties in the area referring to the Property Directorate where appropriate.
- Conduct settling in visits to ensure the well-being of new customers and refer to internal support agencies.
- Liaise with internal teams to promote the efficient management of empty properties.

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Budget Management • Manage operational budgets to ensure that we remain within the agreed figures c.£60m. Ensure procurement is undertaken in line with corporate policies for services such as removals. • Ensure all payments remain in line with Delegated Authority.	
Personal Competencies • Well-developed communication skills both written & verbal • Experience of managing general needs and later living tenures • Knowledge of housing and anti-social behaviour related legislation, including service charges • Able to build and sustain working relationships with colleagues and key stakeholders (residents, local authorities, other service providers) – Collaborative and partnership working • A proven record of delivering excellent customer focused services. • A record of achievement in making a difference. • Good planning, organising and prioritisation skills. • Able to interpret financial and other systems data. • An interest in the work of Metropolitan and social housing in particular.	Skills / Experience / Knowledge • Housing Management best practice. • Knowledge of project management. • Considerable independent travel is required to fully meet the responsibilities of this role • Strong communication and presentation skills • Good understanding of tenancy and decant process. • Knowledge of income processes, benefits systems and arrears management. • Ability to maintain attention to detail in a busy environment. • Experience of providing a high level of customer service • Natural problem-solving skills. • Strong ICT capability, EXCEL, WORD etc. • Proven prioritisation skills • Experienced Team Worker
General Responsibilities • To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.	

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- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.