

MTVH ROLE PROFILE

Date: 01/08/2021

Role Title (External)	Tenancy Enforcement Lead	Directorate	Customer Services	Location (based)	Patch Based
Reports To	Housing Operations Manager	Function / Team	Housing	Geographical Spread	Regional
Direct Reports (Number)	N/A	Budget Sign-Off Approval Level	Has no direct of quantifiable impact on budgets	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☒ No ☐ If Yes for DBS check, which level is needed? <i>Basic</i>			Driving Licence	Yes ☒ No ☐
				Insurance check required	Yes ☒ No ☐

The nature of this role means that the post holder will be involved in regulated activity with vulnerable adults. To meet our commitment to providing safe, high quality services to our customers we will complete an 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 be an integral part of the Housing Management team and to take pride in delivering an excellent Anti-Social Behaviour and Tenancy Fraud enforcement service across all MTVH properties. To take responsibility for leading and managing all ASB cases that require formal action and represent MTVH in Court working with Housing (including Supported Housing), and Legal colleagues to deliver a customer focussed outcome.

To provide caseload support and supervision to the Local Housing Managers and Supported Housing Managers offering up to date and specialist knowledge in all areas of Anti-Social Behaviour.

To collaborate with other MTVH colleagues to review policies and procedures and implement best practice across the Regions. Be an expert in the ASB and Tenancy Fraud arena and provide training and support as required.

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Key Responsibilities and Outcomes	
- Construct the detailed evidential basis for legal action, preparing cases, gathering evidence, preparing draft witness statements and notices of seeking possession and other associated documentation agreeing legal objectives with working collaboratively to achieve them. - Attend court -as MTVH's lead witness in trials and other interim court hearings. To act as a professional witness in appropriate cases. Prepare court paperwork, Issue proceedings and present cases at court in urgent injunction -applications. - Oversee ASB and Tenancy Fraud cases managed by local teams, undertaking regular reviews as required, giving advice, guidance, support, and directions to colleagues, or managing the cases according to policies and drawing managers attention to issues when necessary. - Maintain an up-to-date and relevant knowledge of ASB and Tenancy Fraud legislation, frameworks, and best practice. Work with colleagues to ensure that staff across Metropolitan are appropriately briefed and trained on ASB related matters and taking responsibility for own training needs. - Build manage and sustain working relationships with key stakeholders (residents, local authorities, local police teams and other service providers) Develop good working relationships with local authorities and police teams in local partnerships, representing Metropolitan at multi agency or tasking meetings as required. - Work with the Empowering Futures Team to deliver strategic area-based solutions and community safety initiatives.	
Personal Competencies	Skills / Experience / Knowledge
- Ability to explain complex information to a variety of audiences both written and verbal. - Ability to negotiate and influence customers, colleagues, and stakeholders. - Able to build and sustain working relationships with key stakeholders (residents, local authorities, other service providers) - Self-motivated and with ability to work with minimal supervision. - Good planning, organising and prioritisation skills. - Possession of a current full and valid driving license and car which can be used for business purposes.	- Proven experience of proactively managing complex ASB/Harassment cases from start to finish preferably in a housing setting whilst delivering high levels of customer satisfaction at all stages. - Proven experience of preparing and presenting ASB and/or subletting cases to the County Court whilst supporting witnesses. - Able to demonstrate a good working knowledge and understanding of landlord and tenancy law and it's application in relation to tenancy management.
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. - 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.	

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- 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.