

PCHA

CONNECTING COMMUNITIES

Recruitment Pack

Tenancy Services Officer (LBB Contract)

March 2025

Welcome from the Chief Executive, Karen Cooper

Dear Applicant,

Thank you for your interest in the role of Tenancy Services Officer. This is an exciting role and a fantastic opportunity for the right candidate to join the PCHA team and make a real difference to our residents during a significant period of growth and change.

PCHA (Penge Churches Housing Association) is a small community-based housing association based in and around the London boroughs of Bromley and Bexley. We own and manage 626 homes, with 66 more due to be handed over in spring of 2025. This includes homes that we own and those that we manage as part of our partnership with the London Borough of Bromley. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our residents to ensure that their tenancies, and our communities, are sustainable. People are very much our business, and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun while we do it, so it's a great place to work.

We are in an exciting phase of our future. In 2023 we took over another small housing association and in July 2024 we entered into a long-term partnership with the London Borough of Bromley to manage their housing stock on their behalf. This has meant that we have almost doubled in size over the last year and has enabled us to build our resilience and strengthen our business plan to face the challenges ahead.

Our residents and our values are at the heart of everything we do, and we expect every member of the team to support and drive this culture. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to both PCHA and our residents. This role is a critical and exciting one for the right person, focused on supporting our residents that are part of the management agreement with the London Borough of Bromley.

We are ambitious for growth and plan to develop approximately 40 new homes over the next 5 years or so whilst not losing sight of our current residents and homes. The next 12 to 18 months will see significant change and so we need staff who thrive in a fast-paced environment. We believe we punch above our weight and want staff who can do the same!

We have a committed and enthusiastic staff team and we need people that can support PCHA to deliver truly excellent services. If you are skilled, passionate, proactive, dynamic and keen to make a positive impact then this could be the role for you.

Should you wish to have an informal chat about the role, please contact me on 020 3434 5331 or karen@pcha.co.uk.

Karen

Karen Cooper, Chief Executive

About PCHA – Vision and Values

Our Vision

We are an ambitious local housing association that strives to deliver homes and services we can be proud of. We aim to make a positive impact and work collaboratively with our residents and communities to support them to thrive.

Our Values

Acting with Integrity

- We communicate in an open, honest and transparent way
- We do what we say we will and keep our promises
- We are accountable for our decisions and take responsibility for our mistakes

Being Ambitious

- We seek to deliver a broader range of services to meet the needs of more people in our community
- We are prepared to take appropriate risks to drive improvement and growth
- We are creative, forward thinking and open to new ideas
- We embrace change and respond positively to new opportunities

Striving for Excellence

- We will work inclusively and innovatively to continuously improve
- We are people focused and aim to tailor our approach to the needs of individuals
- We support residents in a holistic way, supporting them to thrive
- We strive to be proactive, solution orientated and go the extra mile
- We continually challenge ourselves to improve our performance

- We seek to make sound business decisions and be well governed and managed

Working in Partnership

- We build strong and positive relationships based on trust and mutual respect
- We strive to create a culture of collaboration and shared accountability

Behaving with Respect

- We behave in a fair-minded and non-judgemental way
- We value the individuality and diversity of our residents, staff and communities
- We are inclusive and respectful in the way we work
- We celebrate difference, believing everyone is unique
- We have a zero-tolerance approach to discriminatory behaviour

Being Kind

- We treat each other with compassion and kindness
- We encourage open conversations about mental health and well being

...Making a Positive Impact

Strategic Objectives 2023-2025

Our Services

- ❖ *Providing excellent services we are proud of*
- ❖ *Doing the Basics brilliantly*
- ❖ *Putting residents at the heart of what we do*
- ❖ *Working positively and holistically with residents to help them to sustain their tenancies*

Our Homes

- ❖ *Providing and maintaining homes we are proud of*
- ❖ *Providing homes that are decent, safe and green*
- ❖ *Delivering more rented homes for the local community*

Our Community

- ❖ *Making a positive impact in the wider community*
- ❖ *Work in partnership with others to proactively support our residents and local community*

Our Business

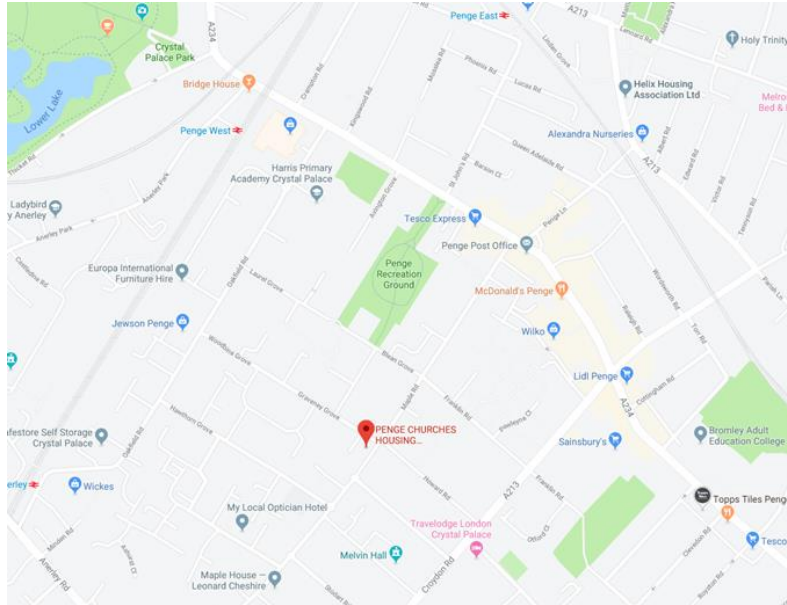
- ❖ *Being a modern, agile, resilient and forward-thinking business*
- ❖ *Maintaining financial strength, ensuring we have the resources to deliver our objectives*
- ❖ *Driven by our vision and values*

Our People

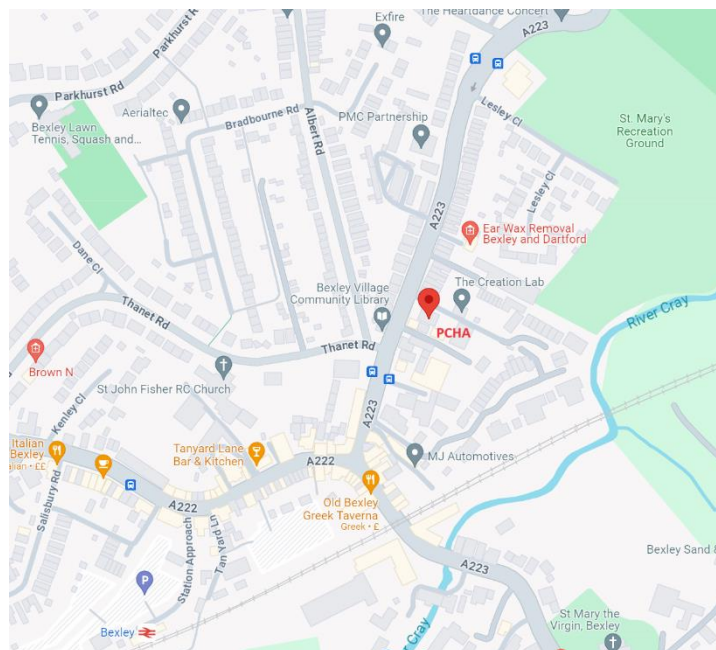
- ❖ *Building strong and positive relationships based on trust and mutual respect*
- ❖ *Creating a culture of collaboration and shared accountability*
- ❖ *Being agile, light of foot and resilient in the way we work*

About PCHA – Our Offices

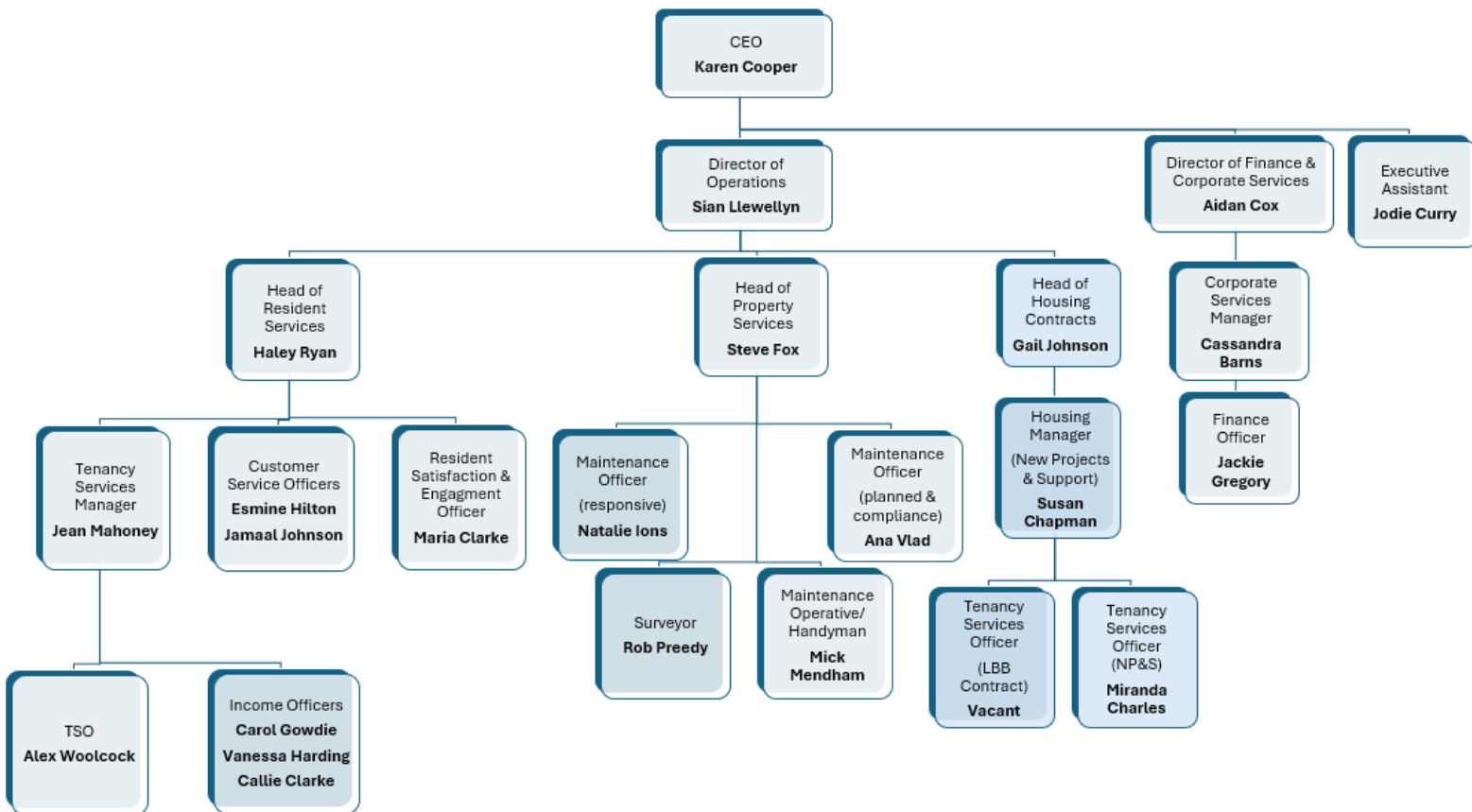
PENGE – Based in Penge, SE20, our current office is within a 10 minute walk of Penge East. Penge West and Anerley Stations, with shops and amenities just a few minutes walk away. Close to Beckenham, Bromley town and Croydon, our office is easy to reach by car and there is plenty of free on-street parking.



BEXLEY – Based in Bexley Village, DA5, our current office is within a 5-minute walk of Bexley station, with the shops and cafes of Bexley close by. We have parking on site.



Structure Chart 2025



Key Terms and Conditions

- Basic Salary circa £40k
- Hours: Full time, 35 hours per week
- Location: Agile working in place (offices are in Penge and Bexley)
- 25 days annual leave plus public holidays (pro rata) plus 2 additional days at Christmas, increasing with length of service
- Company Defined Contribution Pension Scheme (Employer contribution 10%)
- Salary Sacrifice scheme
- Ability to buy/sell leave
- Employee Assistance Programme
- Contribution to professional subscriptions and development
- HSF Health Plan with Perkbox rewards

Job Description and Person Specification

Job Description:

SUMMARY OF POST

This is a pivotal role in the effective delivery of PCHA's tenancy management service, providing a modern, responsive and holistic service to support residents to enable them to sustain their tenancies successfully. The postholder will ensure PCHA tenants and residents remain at the heart of the service and that they are engaged in a positive and proactive way. The role should help create homes and schemes that we can all be proud of, ensuring that the way we work is efficient and effective and meets the changing needs and aspirations of our residents. This role will have a specific focus on the delivery of our housing management contract with the London Borough of Bromley, managing around 200 homes across Bromley and SE London. There will also be a requirement to support the on-boarding of new schemes and developments to ensure the schemes run smoothly and residents are supported to move in and sustain their tenancies.

1. Key Tasks

- 1.1 To deliver an excellent customer service, ensuring our approach to residents is proactive, positive and non-judgemental at all times; the focus is on engaging with residents on a face to face and telephone basis wherever possible. This role will involve travel across the patch to visit residents in their homes.
- 1.2 To develop positive partnerships with internal and external partners/stakeholders in order to facilitate tenancy sustainment, community development and to ensure the best possible services for PCHA's residents. This role will work closely with the Council and other partners to deliver the contract.
- 1.3 To ensure KPIs are met, maintain records and provide performance information on tenancy management including: arrears, voids & allocations, anti-social behaviour and any other service as required by the Chief Executive or Operations Director.
- 1.4 To re-let empty homes within target times, ensuring applicants are appropriately assessed and that lettings are appropriate and sustainable.

- 1.5 To maximise PCHA's income by minimising rent arrears through a proactive and holistic approach, ensuring the policy and procedure is followed throughout. To prepare and present cases for referral to the Tenancy Services/Housing Manager and attend Court as required.
- 1.6 To provide holistic support and advice to residents who may have complex and challenging housing support needs. To be proactive and focus on advocacy and support around tenancy sustainment, social and financial inclusion and assistance to address unmet health needs.
- 1.7 To manage and resolve any anti-social behaviour affecting residents, with the focus on changing behaviours and managing expectations. To ensure a focus on multi-agency working to effectively investigate and find tailored solutions, presenting cases to the Tenancy Services Manager/ Housing Manager for referral to Court and to attend Court as required.
- 1.8 To implement and maintain a programme of tenancy audit visits ensuring data and information collected is updated on PCHA systems and any follow up actions dealt with.
- 1.9 To work with the maintenance team as required to ensure residents receive the best possible repairs and maintenance service, working together to resolve any complaints.
- 1.10 To work with other partners to manage the defects period on new schemes.
- 1.11 To work with the maintenance team regarding the delivery of the planned programme, ensuring residents are consulted as appropriate.
- 1.12 To encourage and facilitate resident engagement and involvement, ensuring residents are able to shape service delivery and scrutinise performance.
- 1.13 To deal with any complaints within agreed timescales.
- 1.14 To assist in the preparation of annual budgets for housing services and approve invoices as required.
- 1.15 To review services and ways of working in order to identify and introduce improvements and efficiencies.

1.16 To work with staff and contractors to ensure PCHA's H&S policy is adhered to.

1.17 To work with the Director of Operations to review policies and procedures for approval as and when required.

2 General

2.1 To work flexibly and positively as part of a small team.

2.2 To put residents first at all times, providing a high standard of customer service both internally and externally.

2.3 To work in accordance with, and promote, PCHA's values at all times.

2.4 To adhere to the spirit and requirements of PCHA's equality, diversity and inclusion policy.

2.5 To abide by all policies and procedures as required.

2.6 To maintain confidentiality and comply with GDPR requirements.

2.7 To represent PCHA as required and portraying a professional image at all times.

2.8 To exercise a duty of care with respect to the health and safety of all.

2.9 To undertake any other reasonable duties that may be required from time to time.

Note: This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time as directed by the Exec team.

Person Specification:

1	Education and Qualification	Essential	Desirable
1.1	Good level of education, literate and numerate	<input checked="" type="checkbox"/>	
2	Knowledge and Experience		
2.1	Track record of working positively and proactively with residents/customers to deliver excellent services	<input checked="" type="checkbox"/>	
2.2	Experience of, and confidence in, handling challenging residents/customers and dealing with complaints	<input checked="" type="checkbox"/>	
2.3	Experience of delivering a holistic and generic frontline housing service, ideally gained in a housing association, including an understanding of arrears, ASB and allocations	<input checked="" type="checkbox"/>	
2.4	Track record of engaging and involving residents/customers in service delivery		<input checked="" type="checkbox"/>
2.5	Experience of undertaking property and estate inspections		<input checked="" type="checkbox"/>
2.6	Understanding of Health and Safety matters in relation to tenancy management	<input checked="" type="checkbox"/>	
2.7	Understanding of the welfare benefits system and management of Universal Credit		<input checked="" type="checkbox"/>
2.8	Basic knowledge of property maintenance/repairs		<input checked="" type="checkbox"/>
2.9	Experience of working with third parties, other agencies and key stakeholders	<input checked="" type="checkbox"/>	
3	Skills and Ability		
3.1	Excellent communication skills, with a positive can-do approach and the confidence to handle challenging situations	<input checked="" type="checkbox"/>	

3.2	Excellent IT, organisational and administrative skills, particularly Word, Excel and Outlook	<input checked="" type="checkbox"/>	
3.3	Good numeracy skills	<input checked="" type="checkbox"/>	
3.4	Ability to take a stay calm and take a firm but fair approach to residents and contractors	<input checked="" type="checkbox"/>	
3.5	Ability to multi-task and work accurately to tight deadlines in a pressurised environment	<input checked="" type="checkbox"/>	
3.6	A strong team worker with the ability to build effective relationships and partnerships	<input checked="" type="checkbox"/>	
3.7	Ability to maintain confidentiality and professional boundaries	<input checked="" type="checkbox"/>	
3.8	Ability to understand/follow policies, processes and procedures	<input checked="" type="checkbox"/>	
3.9	Able to think and work autonomously with strong problem-solving skills	<input checked="" type="checkbox"/>	
3.10	Ability to manage people with complex mental health of support needs	<input checked="" type="checkbox"/>	
4	Behavioural		
4.1	Builds strong relationships <ul style="list-style-type: none"> • Works collaboratively and is supportive to colleagues • Builds effective and positive external relationships • Behaves in a fair-minded and non-judgemental way • Is inclusive and values the individuality and diversity of others • Is positive with a can-do approach 	<input checked="" type="checkbox"/>	
4.2	Delivers excellent customer service <ul style="list-style-type: none"> • Is proactive, solution-focused and willing to go the extra mile 	<input checked="" type="checkbox"/>	

	<ul style="list-style-type: none"> • Is people-focused and treats people as individuals • Communicates in a way that is appropriate, timely, clear and accurate • Is able to say no in a positive way • Is reliable and keeps promises 		
4.3	Acts with Integrity <ul style="list-style-type: none"> • Takes responsibility for own actions and mistakes • Is accountable for decisions and doesn't pass the buck • Is open, honest and trustworthy 	<input checked="" type="checkbox"/>	
4.4	Planning and Organisation <ul style="list-style-type: none"> • Plans and prioritises own work effectively • Meets deadlines and responds in a timely manner to requests/emails • Thinks things through to come up with effective solutions 	<input checked="" type="checkbox"/>	
4.5	Being Ambitious <ul style="list-style-type: none"> • Prepared to take measured risks to drive improvements and growth • Willing to embrace change and respond positively to new opportunities 	<input checked="" type="checkbox"/>	
5	Commitment / Other		
5.1	Ability to work flexibly within the team	<input checked="" type="checkbox"/>	
5.2	Full and valid UK driving licence and access to a car	<input checked="" type="checkbox"/>	

Advert

Tenancy Services Officer (LBB Contract)

Full Time - Salary circa £40k

PCHA is a successful, small community-based registered provider of social housing based in Penge, Southeast London. We own and manage 626 homes, with 66 more due to be handed over in spring of 2025. This includes homes that we own and those that we manage as part of our partnership with the London Borough of Bromley, and we are passionate about working together with our residents and making a positive impact on our community.

We are seeking an experienced Tenancy Services Officer to provide a fantastic service to our residents, dealing with all tenancy-related matters including support to sustain tenancies, managing arrears, ASB, onboarding of new schemes and sign up of new residents, complaints and resident engagement. This is a pivotal role and will be crucial to our future success, ensuring the service we provide to residents is positive and proactive. We have a small but dynamic team and this means that you will have the unique opportunity to make a real difference to both PCHA and our residents.

We are looking for an established housing professional with at least 3 years' tenancy management experience. You will need a positive and resilient approach with excellent communication and relationship building skills. As well as experience of tenancy services and a passion for customer service, the successful candidate will embody the vision, values and ambitions of PCHA.

The successful candidate will need to:

- have a positive outlook and approachable manner
- be customer focussed and able to solve problems
- be proactive, supportive and non-judgemental
- have strong experience of delivering proactive and holistic tenancy services
- be highly organised, with good admin and IT skills
- be resilient and able to stay calm under pressure
- be self-motivated and able to work autonomously

You will need to have a full driving licence and access to a vehicle.

Visit www.pcha.co.uk to find out more about us.

How to apply

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of all of the following key areas:

CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

5. Experience / knowledge / skills – and how you meet the person specification
6. Why you are interested in the role

CVs alone will not be accepted.

We ask that applications are in minimum font size 12 and **no more than 8 pages** in total.

All applications must be submitted by email to *Jodie Curry* at jodie@pcha.co.uk

Completed applications must be received by **5pm on Monday 24th March 2025.**

* Please note this deadline may be extended.