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## Tenant Support Officer – Part Time

### Description

BCOP (Broadening Choices for Older People) is seeking a **Tenant Support Officer** to provide housing and support services for older residents in sheltered housing across our schemes at Harvey Court in Tilecross, Whitley Court in Handsworth Wood, Anita Stone Court in Mosley and Edgumbe Court in Bartley Green.

BCOP is a local charity that has, for the last 70 years, supported older people living in Birmingham. We have three nursing homes, 4 supported living schemes and 6 independent living schemes within the area.

We firmly believe that people are at the heart of everything we do and are committed to working well together and adapting to our residents' needs.

The role involves ensuring full occupancy, delivering person-centered support, and enabling independent living through collaboration with statutory and voluntary agencies. Key responsibilities include tenant welfare checks, support planning, coordinating property maintenance, handling tenancy agreements, and promoting social activities. The role also requires monitoring rent accounts, addressing safeguarding concerns, and responding to anti-social behaviour. A Level 2 Housing Qualification is required (or willingness to obtain). Strong communication, problem-solving, and organisational skills are essential.

Work Location: in person

Schedule: Monday – Friday

Job Type: Part-time

Part-time hours: 17 per week

Salary: £11,657 per year.

This post is subject to satisfactory enhanced disclosure.

### Responsibilities

#### Summary and objectives

- To work across a range of supported housing services for older people (sheltered housing) to ensure services are fully occupied and deliver a housing and support service to tenants.
- To ensure effective communication with the tenant support officer (TSO) team and Housing and charitable services manager, so that a consistent and reliable service is delivered to tenants across all supported housing schemes.
- To enable tenants to create a mutually sustainable environment for themselves, friends and other workgroups in the community.
- To undertake and ensure the proper administration, management and maintenance of the building in accordance with BCOP policies & procedures.
- To undertake support planning and advice to ensure maximum support for tenants via both statutory and voluntary groups, enabling independent living.

### Hiring organization

BCOP

### Employment Type

Part-time

### Beginning of employment

May 2025

### Industry

Social Care

### Job Location

Supporting schemes in Handsworth Wood, Tile Cross, Bartley Green and Moseley, Birmingham, West Midlands

### Working Hours

17

### Base Salary

£ 11,657 - £ 11,657

### Valid through

21.04.2025

- Provide advice and offer direction to tenants regarding their rent account and benefit alternatives.

### Main responsibilities

1. To recognise and identify the support needs of tenants, reporting factually to the appropriate agencies. To participate in the formulation of a support plan for each tenant, recording and reviewing the effectiveness of support services provided. Undertake direct hands-on support in the case of an emergency, on a short-term basis.
2. To establish through support planning which tenants need a weekly or more frequent check, responding if they require assistance through illness or accident by referring to statutory or voluntary services. Make daily contact with those tenants by either calling via the call system, by making a personal visit to their flat or by a visual check. Record these daily checks. Answer emergency calls and summon assistance as necessary. Make regular visits to those tenants who are either housebound, in poor health or who prefer a visiting service, ensuring their preferences and agreed frequency are recorded in support plans.
3. To participate as necessary in the property allocation process by showing potential tenants the scheme facilities and re-letting voids as appropriate, including affordability checks, right to rent and completing tenancy agreements. Liaise with the Property services manager to ensure that voids are ready to let and of a good standard.
4. Welcome new tenants and introduce them to the services and facilities of the scheme, ensuring they are properly instructed on the use of the alarm call system, door entry etc, as well as how to use any fixtures and fittings in their homes.
5. In liaison with the Property services team, monitor contractors working on site to ensure they follow BCOP policies & procedures in terms of Health & Safety regulations.
6. Ensure the building is repaired and maintained in accordance with BCOP procedure by reporting, recording and tracking progress of the day-to-day repairs via the Repairs system.
7. On a regular basis, check and record inspection of the scheme structure and it's equipment in accordance with Health and Safety regulations and good practices. Carry out risk assessments within the scheme and review regularly.
8. To monitor the rent accounting system. Assist tenants with rent queries, ensuring that they make their required payment on a regular basis. Report any concerns or queries to the Housing & charitable services manager.
9. Encourage social activities amongst the tenants, particularly those that include the wider community. In consultation with the Housing & charitable services manager, seek activities and interventions from outside agencies, to be delivered in the scheme. Events and activities should be opened up to older people in the local neighbourhood, so close liaison with the Marketing manager is necessary, to ensure these are well advertised, and to identify any potential funding.
10. To monitor and supervise the cleaning / maintenance of common parts within the scheme, ensuring gardening services, janitorial and window cleaning are satisfactorily maintained.
11. To immediately report any safeguarding concerns, keeping the wellbeing of tenants at the heart of all decision making and actions.
12. To liaise with the sub-contracted personal alarm staff, giving and receiving information regarding tenants when moving into a scheme, or if they have used their alarm to seek help and assistance.
13. Promote tenant involvement by encouraging residents to take an interest in

their scheme, it's services and how it's managed. Consult with tenants, informing them of relevant matters affecting them. This includes holding regular tenant meetings to update them on news from the organisation and other schemes, and taking minutes of these meetings.

14. Respond to any reports of anti-social behaviour (ASB) and use mediation as appropriate to settle any neighbour disputes.
15. Deal with end of tenancy issues, whether issuing NSPs, abandonment notices or taking possession after the death of a tenant. Liaise with executors of estates to take vacant possession of properties, and clearance of any arrears.
16. To attend and participate in training and meetings as required.
17. Undertake duties from time to time, as directed by the Housing & charitable services manager, in relation to the good management of the scheme.

The above is an indication of the main areas of responsibility of the post holder. It is not an exhaustive list of all the duties that may be required from time to time.

This job description may be changed to meet the needs of BCOP.

### **Qualifications**

A level 2 Housing Qualification is required, so study will be necessary if a relevant qualification is not already held.

This post is subject to satisfactory enhanced disclosure.

### **Job Benefits**

As well as a competitive salary other benefits of working for BCOP include:

- Free on site car parking, with good links to public transport network
- 24 days annual leave plus bank holidays. Increasing to 29 days after 5 years' service (pro-rata for part time employees)
- Free health insurance
- Free Life Assurance scheme
- Workplace pension
- Flexible on site working

### **Contacts**

## **How to apply**

Please click on the 'Apply now' button on the right hand side of this page.

Add your contact details.

Upload for your CV and a covering letter (of no more than two pages) outlining how you meet the requirements of the role.

We look forward to receiving your application.

If you have any further questions please email [HR1@bcop.org.uk](mailto:HR1@bcop.org.uk).

Shortlisted applicants may be invited to an initial screening interview and, if successful, candidates will progress to a panel interview. Interviews will be at our Support office in Stirchley, Birmingham.