

Job description

Job title	Tenancy Sustainment Officer		
Job number	7021/009	Grade	6
Directorate	Customer and Communities	Department	Intensive Customer Support
Reports to	Tenancy Sustainment Manager	Date effective	01/04/2026

Purpose

To provide support to A2Dominions customers with welfare benefits and money advice, to ensure that they can maintain and sustain their tenancies. To manage a case load. Travel to office and home visits are essential.

Key responsibilities/ deliverables

1. Assess customers support needs and implement an action plan to support the needs in person or by phone
2. Advise and support customers with all welfare benefit related matters
3. Offer advice on budgeting and money management
4. Provide pre-tenancy affordability checks and early tenancy support and advice
5. Obtain grant and charity funding to support individuals needs
6. Obtain Local Authority funding to prevent homelessness
7. Work with internal and external partners to deliver an effective and coordinated support service
8. Update and maintain accurate case records
9. Refer to internal safeguarding, wellbeing, and employment support services and external agencies when required.
10. Keep colleagues up to date with changes in welfare benefits, legislation and other changes that may affect customers.

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Line management

Direct reports N/A

Indirect reports: N/A

Key internal contacts

Customer Accounts Team, Lettings, Contact Centre, Safeguarding, Neighbourhood

Key external contacts

Local Authority, Job Centre Plus, Department of Work and Pensions, Charitable Organisations, Social Services, NHS Services, A2Dominion Customers.

Operating environment/dimensions

Customer base: All A2Dominion Customers

Job persona: Hybrid

Delegated authority limit: N/A

Budget: N/A

DBS level: Standard

Contract management: N/A

KPIs: Based on case recording

Mandatory training: Induction training and

Qualifications and training	Essential (Y)	Desirable (Y)
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Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	Y	
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Knowledge and skills		
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<i>Knowledge of DWP and Wider Benefits system</i>	Y	
<i>Excellent verbal, written and communication skills</i>	Y	
<i>Experience of multi-agency/partnership working</i>		Y
<i>Experience of offering money advice, budgeting support or tenancy related advice</i>	Y	
Full Driving License and access to a car	Y	
Behaviours for success		
Influential		
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Future focused		
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Engaging		
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Resilient		
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Performance focused		
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This job description outlines the main responsibilities and requirements of the job. Colleagues are expected to comply with reasonable management requests to carry out additional or alternative duties.