Decant Officer

Role profile

Department	Housing Services		
Job number		**Reports to**	
Date effective		**Salary band**	

Purpose
To deliver high quality, cost effective, end to end decant management services to A2Dominion residents needing to be moved from their permanent home on a temporary basis.

Key responsibilities/ deliverables	
1.	To manage the end-to-end resident decant journey communicating regularly and effectively with all stakeholders.
2.	To liaise with internal and external partners to ensure that each decant is processed in the most timely and cost-effective way
3.	To influence the internal decision-making process around the decant of residents
4.	To co-ordinate internal stakeholders' meetings to enable effective management of decanted properties
5.	To manage the decant process in accordance with tenancies, policies, procedures, and targets
6.	Report on decant performance against a set of agreed KPIs
7.	Carry out review of decants themes and recommend proactive actions to efficiently manage future cases
8.	Liaise with relevant teams when legal action is required.
9.	Be the point of contact to resolve and investigate decant complaints by residents
10.	Ensure that IT systems are regularly updated, and effective manual record systems are maintained, enabling accurate reporting and customer management
11.	Work with diverse tenants who require extra support and refer them to appropriate internal and external support services.
12.	

Line management
Direct reports: None Indirect reports: None

Key internal contacts
Property Services including PPL and PPS, Neighbourhood Teams, Contact Centre, Safeguarding, Legal Team, Finance, IT, Income Team and Community Investment

Key external contacts
A2Dominion customers, Councillors, County Courts, Local Authorities, 3rd party accommodation providers other external parties, such as Services Social Services, voluntary agencies, such as support services

Operating environment/ dimensions
Working within the Housing Services Department as part of the Housing for the Future Project Team providing a front-line customer service to residents during the decant process.

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Math and English (Grades A*- C)	**A/T**	
Professional (CIH) qualification		**I/A**
Knowledge and skills		
The ability to or experience of problem solving and understanding customer complex needs	**I/A**	
Knowledge of landlord repair obligations	**I/A**	
Ability to maintain robust record keeping	**I/A**	
Demonstrate good ability to influence decision making	**I/A**	

Knowledge of business improvement process	**I/A**	
Ability to or experience of working well under pressure, organising and prioritising work effectively	**I/A**	
Effectively communicate with a wide range of audiences both in writing and verbally	**I/T**	
Demonstrates good decision making	**I/A**	
Ability to manage internal and external partner relationship effectively	**I/A**	
The focus of this role is to manage the decant process, working collaboratively with other sections of the department and the wider organisation to deliver an effective service to residents.		
Competency	**Essential**	
Influential - The ability to work with and through others to achieve organisational goals	**A/I**	
Future focused - Looks at what's possible and how to make it happen	**A/I**	
Engaging - Achieves collective outcomes by building effective relationships	**A/I**	
Resilient - Does not allow pressure to interfere with thinking, judgement, or behaviour	**A/I**	
Performance - focused delivers a consistently high performance	**A/I**	

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen