

Role profile

Job Title:	TMO Monitoring & Liaison Officer	Grade: 10	Spinal columns point range: 31 - 34
Department:	Resident Services	Post no.:	43793
Directorate:	Housing and Environments	Location:	Perceval House

Role reports to:	Resident Engagement Manager
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To regulate Tenant Management Organisations (TMOs) in the borough ensuring they provide a high-quality management service to tenants and residents in line with the Management Agreement.
- To act as the first point of responsibility for the Modular Management Agreements (MMAs) set up between the Council and the TMOs
- To build effective working relationships and be the nominated Liaison Officer for all TMOs within the borough
- To provide advice and guidance to residents who wish to exert their right to manage
- To comply with Ealing Council's Code of Conduct, Equality & Diversity policy and Health & Safety policy

Key accountabilities

1. To understand completely the Modular Management Agreement (MMA) between the Council and its TMOs delivering services and investment on the Council owned residential housing stock.
2. To ensure that the council receives the required documentation and performance information from each TMO in order to evaluate their performance against the MMA, understanding the issues that hinder good performance and suggest means of improvement.
3. To organise and facilitate regular review meetings with the TMO, recording specific actions and tracking that these are completed.

4. To ensure that effective and appropriate actions and interventions are taken where TMO performance is poor, or where a risk is insufficiently managed. To escalate this to the Senior Management Team where this is the case, with suggested actions to mitigate any adverse impact.
5. To act as a link and key source of information within the council for TMOs to help them resolve day to day problems experienced in their interaction with other parts of the council or accessing the correct information and support from the council for their residents.
6. To ensure that accurate and timely training, advice and support is available to TMOs.
7. To provide the Senior Management Team with regular TMO performance data.
8. Annually review the TMO allowance in conjunction with the TMO, Finance and Senior Management Team.
9. To effectively communicate with internal and external customers to ensure TMO allowances are properly considered. This will include developing regular TMO contact, internal audits and progress reports on financial and regulatory control.
10. Respond to complaints to the Council about the TMO ensuring they are responded to promptly and accurately.
11. Attend TMO Annual General Meetings and TMO Board Meetings regularly, some of which may be outside of working hours, to represent the Council and demonstrate presence and support.
12. To put appropriate systems in place to ensure the Council effectively fulfils its own obligations to TMOs including payment of allowances, completion of repairs and consultation of new policies.
13. To maintain an up to date understanding of relevant legislation, government directives and good practice in relation to TMOs and undertake benchmarking exercises.
14. Maintain appropriate relationships with other Business Units, Directorates, other authorities, external agencies and customers in order to support the overall aims and objectives of the Council and the TMOs.
15. Lead on the establishment of any new TMOs, advising on the steps required and providing advice and guidance to residents and TMO staff.
16. To ensure that Diversity and Equality principles are applied in all areas of work, as required by legislation and council policy.
17. To undertake all duties with due regard to Health and Safety legislation.

- 18. To support resident engagement activities when necessary.
- 19. To undertake any other duties appropriate to the post and grade.

Key performance indicators

- Providing TMO performance data as outlined in the MMA
- Meeting project deadlines

Key relationships (internal and external)

Internal Contacts: All Council services

External Contacts: Tenant Management Organisations, Councillors, Members of Parliament, Local Government Ombudsman, residents & resident groups, stakeholders and partner organisations, external agencies and voluntary groups

Authority level

- People – to manage the MMA between the council and TMOs
- Policy – to research, advise and support in the development of policies relating to the TMOs and the Right to Manage Appendix 3 June 2018 Core HR & OD Department
- Financial – Annually review the TMO allowance in conjunction with the TMO, Finance and Senior Management.

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Demonstrate experience of working in a social housing environment
2. An in-depth knowledge and understanding of Tenant Management Organisations and their legal and administrative framework.
3. Understanding of legislation and good practice in the provision of the Right to Manage and Tenant Management Organisations.

4. Excellent communication skills to communicate effectively both verbally and in writing, making complex issues understandable to non-specialists.
5. Ability to develop effective working relationships with a range of both internal and external stakeholders at all levels.
6. Understanding of monitoring techniques and the use of performance indicators, including the ability to make appropriate use of information technology systems.
7. Understanding of the issues involved in delivering services in a multi-cultural and diverse community.
8. Able to meet activity deadlines by planning work around conflicting priorities and able to understand and deliver project objectives in target.
8. Ability to take the initiative to get things done and successfully prioritise own workload.
9. Ability to influence, challenge and negotiate effectively.
10. Able to work confidently with IT, operating software packages including but not limited to, Word, Excel and Power point.

Essential qualification(s) and experience

1. Working in a social housing environment
2. A working knowledge of legislation relating to the Right to Manage and Tenant Management Organisations

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards