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Job Information Pack

Tenancy Training Officer

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Tenancy Training Officer

Reports to: Head of Development

Background

We are seeking a dedicated, enthusiastic, and proactive individual to join our Development Team as the Tenancy Training Officer. This role is vital to empowering people across Somerset to build a more stable and independent future.

YMCA Dulverton Group delivers tenancy training schemes across Somerset, supporting individuals both within our housing provision and in the wider community. These schemes are designed for anyone aged 16 and over and aim to equip clients with the knowledge and skills necessary to attain and sustain independent accommodation.

Purpose

At the heart of this role is a commitment to empowering individuals with the knowledge and skills needed to secure and maintain independent accommodation. Through the delivery of the Tenant Ready Scheme, ASDAN programmes, and the Tenant Accreditation Scheme, we aim to create supportive learning environments that build confidence and practical understanding.

We believe in providing housing guidance that enables individuals to make informed choices about their futures, whether they are beginning a tenancy, facing challenges, or preparing to move on from supported housing. By working collaboratively with local partners and offering flexible, person-centred training and support, we help individuals take positive steps toward independence, stability, and a better future.

Key Relationships

Head of Development, Housing Support Teams, Referring Agencies

Main Responsibilities

- Foster and maintain professional, respectful, and trusting relationships with customers, partners, and colleagues to promote a positive and supportive environment.
- Lead the effective delivery of the Tenant Ready Scheme, ensuring high-quality service provision that meets the needs of customers and aligns with organisational standards.
- Prepare and submit comprehensive monthly reports to funders, tracking progress, measuring impact, and ensuring that all project targets and funding requirements are met.
- Compile and share regular case studies of customer experiences and outcomes, providing valuable insights for internal teams, partners, and stakeholders.
- Offer housing support and guidance on current and future housing options, helping individuals make informed decisions while overseeing the delivery of ASDAN programs and the Tenant Accreditation Scheme within YMCA Dulverton Group housing provisions.
- Collaborate with the Head of Development to design and implement additional services and informational resources that align with the role's objectives and contribute to the organisation's broader mission.
- Work with the wider Development team to support and facilitate the delivery of positive opportunities and engagement of customers.
- Stay informed of housing policies, best practices, and emerging trends to continuously improve service delivery and support customers effectively.
- Any other duties consistent with the responsibilities of the post at the request of a Head of Service, Executive Team or representative.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.

- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

General

- To represent YMCA DG with statutory and non-statutory partners in relation to meetings and referrals.
- There may be occasions when the post holder may be required to work at any other of the YMCA DG sites in line with service needs.
- The post holder must at all times carry out their responsibilities with due regard to YMCA DG Code of Conduct and policies and procedures in particular, Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and Data protection Act.
- All staff have a responsibility to participate in the YMCA DG Performance Review Scheme and to contribute to their own development.
- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice.
- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.

This Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

Person Specification

KEY A = Application

I = Interview

T = Task

Criteria	Essential	Desirable	Assessed by
Education / Qualifications			
Strong standard of literacy and numeracy.	X		A
A qualification in Teaching, Youth Work, Housing, Social Science or related area.		X	A
Experience			
Experience working with customers		X	A
Experience working in partnership with other professionals and/or organisations.		X	A
Specific experience in a specialist area of support i.e. education & training, substance misuse work, mental health, etc.		X	A/I
Knowledge, Skills & Abilities			
Excellent listening, communication and interpersonal skills.	X		I
Proficiency in IT skills including Microsoft Outlook, Excel & Word		X	A
Ability to remain calm, professional, patient and supportive in challenging situations.	X		I
Able to show tolerance, understanding and empathy to each person we work with.	X		I
Able to work unsocial hours, including evening and weekend duties. Where necessary to work bank holidays (including Easter & Christmas), these requirements will be agreed wherever possible in advance. Time of in lieu provided in place.	X		A/I
Support the Christian ethos of the YMCA	X		I
Personal Qualities			
Commitment to YMCA Dulverton Groups Values.	X		I
Open to receiving feedback, able to reflect on own practice and keen to learn.	X		I
Commitment to training and professional development.	X		I
Commitment to Safeguarding and H&S and following standards in place.	X		I
Able to show tolerance, understanding and empathy to each person we work with.	X		I
Collaborative and supportive approach.	X		I
Self-motivated and resilient.	X		I
Full UK driving licence and access to own vehicle and business insurance	X		I

Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.
- This post is subject to an enhanced level DBS Disclosure - Adults/Children's Workforce.
- This post is subject to suitable references being provided.
- May be required to work evenings and weekends, where necessary for the delivery of the service.
- Postholder must have a driving licence and access to a car with business insurance.

Main terms of employment

Salary:	20 hr position: £13,442.43 per annum 37.5hr position: £25,193.99 per annum
Location:	You will be required to work across our Somerset YMCA Dulverton Groups sites and within the community where appropriate for service delivery
Hours:	20 hours per week / 37.5 hours per week
Contract:	12 Months Fixed Term
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
Holidays:	5.6 weeks per year, plus bank holidays.
Pension:	On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year.