

# Tenancy Sustainment and Floating Support Officer

Provides person-centred support to vulnerable individuals and those with complex needs, helping them build the skills and confidence to maintain safe, stable and independent housing.



## Job Purpose

The Tenancy Sustainment and Floating Support Officer will deliver high-quality, person-centred support to individuals who are vulnerable and/or have complex needs across the Cheshire East borough. The role supports customers living within both supported accommodation and their own independent tenancies, helping them develop the skills, confidence and stability needed to maintain safe and secure housing.

At Honeycomb Group, we're connected by a set of collective values, keeping us all working in the same direction.

| Be dead genuine                                   | Never shut the door               | Chase curiosity & ambition  | Be a leader in the field                           | Come together                        |
|---|-----------------------------------|---|--|--------------------------------------|
| Be authentic                                      | No hierachy                       | Commit to the challenge   | Don't manage inspire                               | Seek value from others               |
| Don't take yourself too seriously                 | Don't hear what you want - listen | Fuel your passion   | Take initiative, step up even if it's not your job | Be a team player                     |
| Create a customer experience they'll never forget | Be open & flexible                | Put heart into your work  | Follow your gut                                    | Chip in when others need help        |
| When in doubt smile                               | Always think about others         | Create a no-fear culture  | No blame culture                                   | Act in the best interest of everyone |
|   |                                   |  | Be confident                                       |                                      |

## Key responsibilities for area of specialism:

- Work with customers to complete an induction, risk assessments and create personalised support plans based on their individual needs.
- Develop and review personalised support plans for customers that are person-centred. These should include their personal health and wellbeing, debt management, benefit entitlement and move-on housing options.
- Empower customers to build independence and understand what is required to successfully manage their own home.
- Ensure all properties are well maintained and that regular health and safety checks are completed.

- Support customers to develop positive relationships with their support network and other services.
- Complete all administration in a timely and accurate manner, including risk assessments, support plans, forms and database entries.
- Support customers to 'move on' into their own independence tenancy.
- Work with the local community to fundraise and raise Concrete's profile in the local community.
- Manage your own caseload effectively, ensuring customers receive the right support at the right time.

### Honeycomb Officers are responsible for:

- Completing tenancy sign-ups and support move-ins, ensuring residents understand their tenancy, complete all documentation, and receive information about the local area and services.
- Maximising rental income by supporting benefit claims, addressing arrears early, working with internal teams, and pre-empting issues at the sign-up stage.
- Ensuring properties are safe, compliant, and ready to let by minimising voids, coordinating repairs and furnishings, carrying out regular H&S and fire safety checks, and reporting issues promptly.
- Proactively manage tenancies, including issuing warnings or notices where required, and identifying safeguarding concerns or vulnerabilities.
- Maintaining accurate records and administrative systems, staying up to date with housing and welfare legislation.
- Supporting performance monitoring by assisting with required reporting to the local authority.

### In addition to the above, our Officers will:

- Ensure that the Group complies with legislative, regulatory, constitutional and financial requirements and works, including contractual requirements for services commissioned by statutory bodies and funders to high professional and ethical standards in all areas of business excellence.
- Promote the Group and develop its relationships to ensure that the positive work of the Group is recognised locally, regionally and nationally.
- Maintain and develop effective external networks and partnerships with other registered providers, local authorities, funding institutions, regulators and other organisations that are crucial to the Group's work and business interests.
- Support Heads of Services to deliver operational goals and outcomes.
- Demonstrate and instil our values.

### The right person for the role will be able to demonstrate:

- GCSE level education or higher.
- Demonstratable experience working in a similar sector or transferable experience.
- Experience working with customers who have complex needs.
- Strong skills in managing complex tasks and problem-solving in fast-paced environments.

- Excellent proficiency in Microsoft Word and a confident working knowledge of Microsoft Excel.
- Excellent written and verbal communication skills.
- An understanding of what great customer service looks like in a support-based setting.
- Ability to fulfil contractual commitments within commissioned services.
- Experience supporting financial processes, such as expenses and invoice processing.
- Experience in completing applications for benefits, grants, or financial support.
- Ability to work under pressure and manage multiple tasks and competing demands.
- A full UK driving licence with access to your own vehicle for work purposes.
- Willingness to undergo an enhanced DBS check.