

# Webber & Quentin TMO

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## 1. Overview of the TMO

- 1.1. Webber and Quentin TMO (tenant management organisation) is located in the centre of London, close to Waterloo station in the London Borough of Southwark. The estate comprises two estates which sit on parallel streets just off Waterloo Road. The Webber Row estate consists of five blocks, each of which is five storeys high and which are separated by three shared courtyards. The blocks were built in 1905 and are grade 11 listed. The Quentin estate was built in 1948, is of brick construction and has three blocks with extensive community gardens at the rear. The landlord is Southwark Council.
- 1.2. On 3<sup>rd</sup> April 2018 the TMO took over management of both estates comprising 163 properties (101 tenanted and 62 leasehold). W&Q Ltd. is an independent company and employs two staff members, a part time TMO Manager and a part time Housing Officer, each working 21 hours per week. The TMO office is located in Living Space, 1 Coral Street, London SE1 7BE.
- 1.3. The TMO has a resident board which oversees the day to day management of the service.

## 2. Service delivery

- 2.1. Services provided by the TMO:
  - Gardening;
  - Estate cleaning;
  - Management of voids;
  - Employment of staff;
  - Employment of contractors;
  - Rent collection and arrears management, referring cases to the Council as necessary;
  - Tenancy management, referring cases to the Council for further action as appropriate;
  - Accompanying prospective applicants on viewings of vacant properties and introductory meeting with new tenants; and
  - TMO membership and participation.
- 2.2. The TMO currently employs a contractor to deliver the cleaning and repairs are undertaken by Leathermarket JMB.

## WEBBER AND QUENTIN TMO      ROLE PROFILE

JOB TITLE	TMO Housing Officer
REPORTING TO	TMO Manager
HOURS PER WEEK	Part-time / 21 hours per week

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### 1. PURPOSE

To work as team with the TMO Manager to deliver an effective and friendly local customer facing housing service to residents.

Assist in the running of the TMO office, respond to residents' enquiries and deliver a high quality, responsive and consistent repairs, cleaning and rent arrears control service.

#### A. MAIN RESPONSIBILITIES

##### Service delivery

1. Deal with low level rent arrears, including providing benefit advice.
2. Carry out tenancy visits and sign up new tenants
3. Provide an effective, efficient and responsive repairs service.
4. Assist TMO Manager to undertake tenancy checks and satisfaction surveys.
5. Assist in monthly estate inspections.
6. Investigate cases of antisocial behaviour and tackle low level ASB cases.

##### Administration

7. Ensure the effective and efficient running of the office, including phone answering service, computer filing and proper record keeping.
8. Assist with the ordering of stationary through online business accounts.
9. Assist in organising and facilitating meetings of the Board as required.
10. Work within the guidelines of all TMO policies and procedures, including Health and Safety, taking responsibility for your own health and safety and visitors.

### Financial management

11. Assist the TMO Manager with book-keeping and the management of invoices for payment.

### Communication

12. Work with the TMO Manager to produce publicity materials, flyers and notices of meetings.
13. Ensure effective communication with Board members and TMO Manager.
14. Build effective working relationships with the council's tenant management and monitoring teams and other council officers as necessary.

## **B. EQUAL OPPORTUNITIES AND DIVERSITY**

All staff are expected to welcome diversity and be committed to equal opportunities and to demonstrate this in their day to day work.

## **C. WORKING HOURS**

21 hours per week, the exact days and times worked to be agreed with the Board.

## **D. GENERAL**

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are consistent with those in this document.

## Webber and Quentin TMO

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### **TMO Housing Officer**

Part-time, 21 hours per week

£23,000 to £28,000 per annum, pro rata

Based in Waterloo, central London

*[www.webberandquentintmo.org](http://www.webberandquentintmo.org)*

Webber and Quentin is a new tenant management organisation located within five minutes walking distance of Waterloo station. We took over management of 163 homes (101 tenanted and 62 leasehold) on behalf of Southwark Council on 3<sup>rd</sup> April 2018.

This is a generic housing officer role for a self-starter with great interpersonal and IT skills. You will be responsible for delivering an effective and friendly local customer-facing housing service to residents as well as assisting the TMO Manager with the day to day running of the office. Duties and responsibilities include:

- Providing an effective repairs service
- Carrying out estate inspections
- Carrying out tenancy visits and signing up new tenants
- Dealing with low level rent arrears
- Overseeing the day to day running of the TMO office
- Building relationships with residents, the council and contractors

Please send your CV with a covering letter to [jobs@webberandquentintmo.org](mailto:jobs@webberandquentintmo.org).

Closing date: 12pm, Sunday 7<sup>th</sup> October

Testing @ Southwark Council week of 15<sup>th</sup> October

Interviews: Monday 22<sup>nd</sup> October

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## WEBBER AND QUENTIN TMO MANAGER PERSON SPECIFICATION

<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• 3 years' experience working in housing management in the social housing sector</li> <li>• Hands on experience managing rent arrears, repairs and estate cleaning</li> </ul>
<p><b>Skills and attributes</b></p>	<ul style="list-style-type: none"> <li>• Committed to resident involvement and tenant management</li> <li>• Well organised and able to work under pressure</li> <li>• Enthusiastic, with can do attitude</li> <li>• Ability to work with a resident Board and range of agencies to achieve organisational objectives.</li> <li>• Great at communicating with many audiences</li> <li>• Understanding of issues affecting estate/housing management</li> <li>• Good written and verbal skills</li> <li>• Good IT skills</li> <li>• Good problem solving skills</li> <li>• Ability to meet strict deadlines</li> <li>• Diplomacy, tact and strong interpersonal skills and</li> <li>• Able to build relationships with other TMOs and officers within the council and other stakeholders</li> <li>• Committed to the principles of diversity and equality of opportunity</li> </ul>
<p><b>Circumstances</b></p>	<ul style="list-style-type: none"> <li>○ The job requires attending occasional weekend events or evening meetings for which time off in lieu will be given</li> <li>○ Office opening hours to be agreed with the Board</li> </ul>

## Webber and Quentin TMO

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TMO Manager

Part-time, 21 hours per week over 3 days

£40,000 to £45,000 per annum, pro rata

Based in Waterloo, central London

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Webber and Quentin is a new tenant management organisation located within five minutes walking distance of Waterloo station. We took over management of 163 homes (101 tenanted and 62 leasehold) on behalf of Southwark Council on 3<sup>rd</sup> April 2018.

This is an exciting opportunity for a self-starter with great interpersonal and IT skills, experienced in financial planning and service delivery. You will be responsible for managing the TMO Housing Officer, overseeing the TMO finances and leading the strategic and operational management of the service. Duties and responsibilities include:

- Day to day financial management of the TMO
- Rent collection and income maximisation
- Managing contractors
- Overseeing tenancy services, repairs, voids and estate cleaning
- Providing robust performance data and reports to the Board
- Building relationships with residents, the council and contractors

Please send your CV with a covering letter to [info@webberandquentintmo.org](mailto:info@webberandquentintmo.org).

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## WEBBER AND QUENTIN TMO MANAGER PERSON SPECIFICATION

<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• 5 years demonstrable experience working in housing management in the social housing sector</li> <li>• Hands on experience managing front line services such as rent arrears, repairs and estate cleaning</li> <li>• 5 years' experience managing staff, using performance management systems to achieve organisational goals</li> <li>• Experience in financial planning and drafting reports</li> </ul>
<p><b>Skills and attributes</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of and commitment to tenant management</li> <li>• Enthusiastic, problem solving with can do attitude</li> <li>• Mature and balanced outlook</li> <li>• Ability to work with a resident Board and range of agencies to achieve organisational objectives.</li> <li>• Ability to manage and motivate staff</li> <li>• Ability to work with the council and contractors</li> <li>• Understanding of issues affecting estate/housing management</li> <li>• Excellent written and verbal skills/able to produce clear concise written reports</li> <li>• High level of IT literacy</li> <li>• High level of financial planning skills, including budgeting and reporting</li> <li>• Ability to meet strict deadlines</li> <li>• Diplomacy, tact and strong interpersonal skills and demonstrable ability to resolve conflict and build positive working relationships</li> <li>• Committed to the principles of diversity and equality of opportunity</li> </ul>
<p><b>Circumstances</b></p>	<ul style="list-style-type: none"> <li>○ The job requires working two evenings per quarter, and occasional weekends for which time off in lieu will be given</li> <li>○ Office opening hours to be agreed with the Board</li> </ul>