

RECRUITMENT PACK



**Tenancy
Sustainment
Manager**



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A Warm Welcome from Our Chief Executive, Michelle Meldrum

Thank you for taking the time to explore this opportunity with Berwickshire Housing Association (BHA).

At BHA, our vision is simple yet powerful, “**To Realise the Power of Home.**” For us, home means more than just bricks and mortar—it’s about belonging, security, and the foundation for a good life. We believe everyone deserves a high-quality, safe, and affordable home, and we’re proud to play a part in making that a reality for our customers and communities.

Joining BHA means becoming part of a team that is passionate about making a meaningful difference. Here, your work will directly contribute to helping people live well and feel supported.

Our culture is shaped by our values. They’re not just statements on a wall—they guide our decisions, define how we treat one another, and help us deliver the kind of experience our customers and colleagues deserve.

These values are the foundation of a culture where colleagues feel included, empowered, valued and psychologically safe—where your voice matters and your perspective is welcomed.

We’re currently delivering an ambitious five-year strategy (2023–2028) with clear priorities to improve our homes, strengthen our services, and drive innovation. To do this, we need passionate, forward-thinking individuals who are excited about the opportunity to shape the future of housing.

In this recruitment pack, you’ll find everything you need to know about the role and the excellent benefits of working at BHA.

So, take a closer look at who we are, what we value, and what we’re building. If it resonates with you—we’d love to hear from you.

Good luck—and we hope to welcome you to the team!

Michelle Meldrum



About BHA

What We Do

Berwickshire Housing Association owns, manages and builds homes to rent to suit a range of lifestyles, personal needs and family sizes that people can afford. We do so in communities throughout Berwickshire.

We are a not for profit charity so all our income goes towards providing services for the community, the upkeep of our customers' homes and building new homes.



Our Vision

and Values

BHA's vision "**To Realise the Power of Home**" places our focus very much on the importance of home which goes beyond bricks and mortar.

We believe everyone has the right to a high quality, safe and affordable home and a good quality of life.

BHA has a role to play in enabling both of these outcomes for our customers.



Brilliant Basics

- Doing what we say we'll do.
- Communicating well.
- Taking a person-centred approach in our dealings with both customers and colleagues.
- Taking ownership and accountability.



Embrace Change

- Actively supporting and embedding change.
- Being flexible and adaptable.
- A commitment to continuous improvement and actively seeking best practice.



Learn & Grow

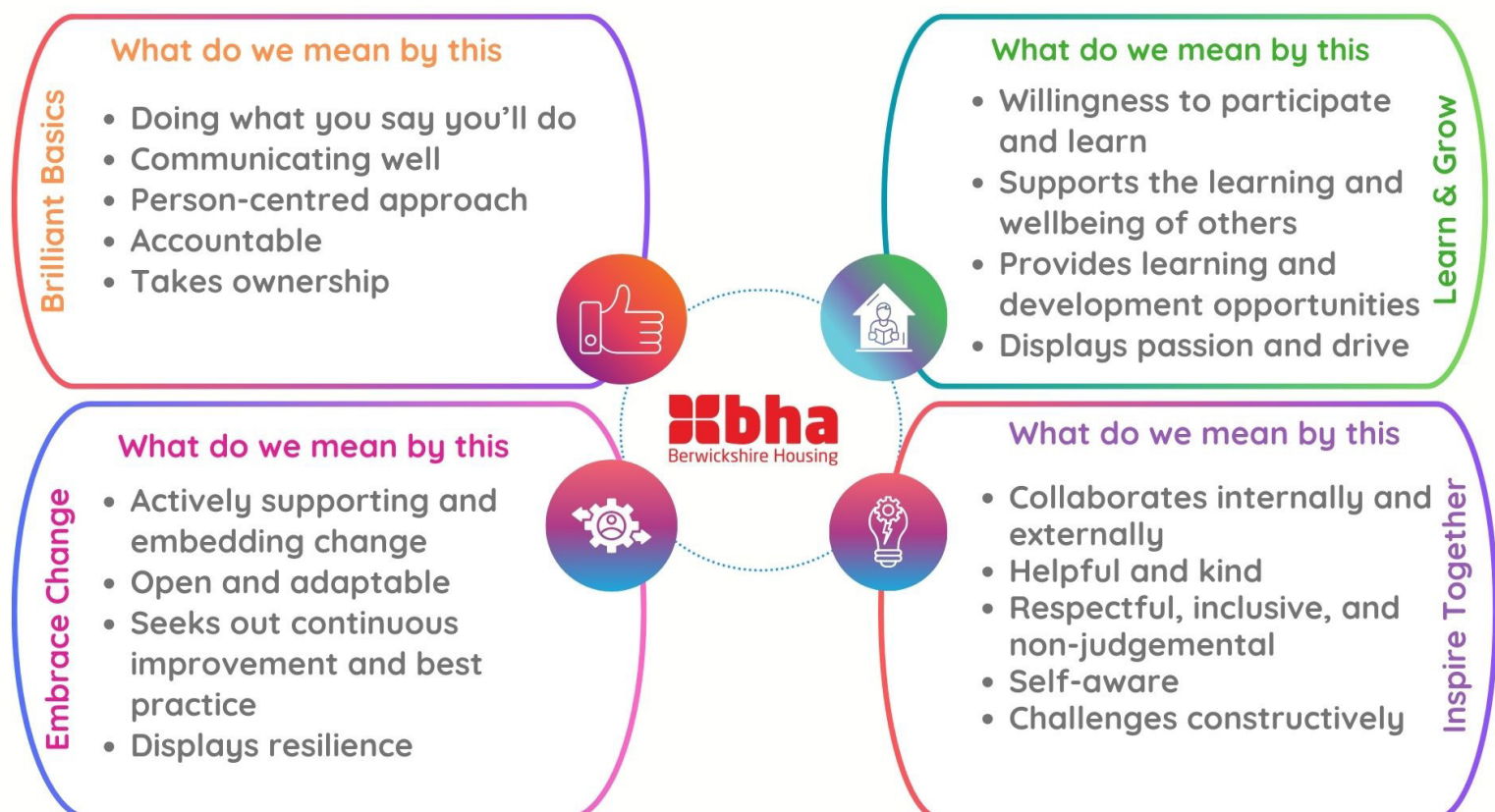
- A willingness to participate and learn.
- Support the learning and wellbeing of others.
- Providing learning and development opportunities.



Inspire Together

- Collaborate internally and externally.
- Being approachable, helpful and kind.
- Being non-judgemental, displaying emotional intelligence.

Colleague Behavioural Map



About the Role

As our Tenancy Sustainability Manager, you'll aim to prevent a tenancy from coming to a premature end by providing information, advice and support for customers.

You'll provide effective, proactive and, where necessary, intensive support to our customers who need additional support, with the aim of enabling them to successfully remain in their tenancies.

You'll be responsible for a patch area to work alongside relevant Neighbourhood Managers.



Key responsibilities



Brilliant Basics

Doing what we say we'll do, communicating well, taking ownership and accountability.

- Assisting new and existing customers at the start of tenancies.
- Supporting customers through rapid interventions.
- Providing a professional, reliable referral pathway.
- Maintaining efficient and effective records, and admin systems.
- Making best use of resources and ensuring value for money.
- Full compliance with all BHA policies and procedures, ensuring statutory and regulatory compliance.
- Identifying, mitigating and managing risks.

Key responsibilities



Embrace Change

Supporting and embedding change, flexibility, continuous improvement and best practice.

- Developing and reviewing procedures.
- Working flexibly to maximise service impact.
- Driving continuous improvement and outstanding services.



Learn & Grow

Willingness to learn, supporting others' development and wellbeing.

- Awareness of wider BHA services and completing training.
- Other duties as required and appropriate to the role.
- Being a role model for BHA values.



Inspire Together

Collaboration, kindness, emotional intelligence, teamwork.

- Agreeing and documenting referral arrangements.
- Identifying tenants needing advice/support.
- Working closely with Neighbourhood Managers and supporting the wider team to achieve goals.
- Supporting customers internally and externally, with a strong commitment to equality, diversity and inclusion.
- Working alongside third sector partners and coordinating partner agencies.
- Networking with community and other groups.
- Contributing through collaboration across BHA and working together as 'one team'.

About You

Experience

Essential

- Experience working in a case-management, responsive role delivering people-led services.
- At least two years' experience of person-centred working with people and their families who need additional support.
- Experience delivering welfare benefits advice and related support.

Knowledge

Essential

- Budgeting, energy advice and management of household incomes.
- Substantial knowledge of the issues affecting people and families with complex needs, including the impact of low incomes, poverty and ill health.

Desirable

- Current knowledge of welfare rights and the benefit system, including complex issues such as disability payments and appeals.
- Working knowledge of substance misuse and use, mental health and effective interventions.
- Knowledge of the local network of support in Berwickshire.

About You

Skills

Essential

- Committed and thrives on delivering sector leading performance results and outcomes, working independently and as part of a team.
- IT literate and confident across most MS packages.
- Takes ownership of issues and is accountable for own actions and decisions, having initiative and confidence to act fairly and effectively.
- Ability to self-manage, be highly organised and possess excellent administrative skills.
- Resilient and can remain a positive contributor even when things get challenging.
- Ability to work under pressure and prioritise work. Comfortable with lone working, managing own time and resources to achieve outcomes.
- Excellent presentation skills.
- Be able to drive and have access to own car.
- Able to work outside of traditional office hours as required.

Communication Skills

Essential

- Ability to build trusting relationship, especially with those who may be hard to engage.
- Have confidence to have difficult conversations, always remaining respectful.
- Can influence, negotiate and build highly effective and productive relationships.

What We Offer



Salary

£36,771 (pay award pending)

Agile working

based on the Hub, Home & Roam model

25 days annual leave per annum,
plus 12 public holidays

A defined contribution **pension scheme**
with an **employer contribution** up to a
maximum of 9%

Personal **development** and **training**
opportunities

Professional membership fees paid
by BHA

Corporate **volunteering opportunities**

Westfield Health & Rewards



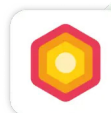
As a **Disability Confident Committed** employer,
we've committed to:

Ensure our recruitment process is
inclusive and **accessible**, communicating
and promoting vacancies and offering an
interview to disabled people.

Anticipating and providing reasonable
adjustments as required.

Supporting any existing employee who
acquires a disability or long term health
condition, enabling them to stay in work.

At least one activity that will make a
difference for disabled people.



2025
Employee
Voice Certified

As a **Hive Employee Voice Certified**
organisation,
we're dedicated to:

Improving our employee
experience through **the**
power of employee voice.

Demonstrate **care, support**
and leadership that want
to make every day at work
the best it can be.

How to apply

To apply, visit
www.berwickshirehousing.org.uk/careers
and click the 'Apply Now' button on the page.

You must complete an application form to be considered for any of our vacancies, we do not accept CVs.

We are looking for you to evidence and demonstrate within the personal statement section of the application how your values align with BHA's values, and what skills and experience you can bring to the role.

If you have any difficulties applying for the vacancy on our website, please call
0800 652 8104 and request a call back from
Lynne Bryce, People & Culture Lead.

For an informal chat regarding the post.
please call **0800 652 8104** and request a call
back from **Evie Copland, Director of Customer
& Communities.**

Good Luck!

Key dates

Closing Date:

Thursday,
12th February 2026
at 12 noon.

Interview date:

Monday, 23rd February