****JOB DESCRIPTION

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| Job Title | **Private Rented Accommodation Officer** | Post Number | **HD784** |
| Grade | 7 | Service Area | Communities and Housing |
| Special Conditions | Basic DBS required | Additional Benefits |  |
| Authorised by | Director of Communities and Housing | Date | September 2024 |

**Job Purpose**

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| The purpose of this role within the Council is: | * To assist with the development, delivery and promotion of all aspects of the Housing Service which link with Private Sector Accommodation. * To prevent homelessness and help meet housing need by assisting customers to access suitable, affordable privately rented accommodation * To support customers to sustain their privately rented tenancies * To ensure effective working relationships with partners to help facilitate this work |
| Responsible for demonstrating commitment to working in line with the Councils' values | |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework | |
| The postholder works for: | Principal Housing Officer |
| The postholder manages \supervises: | N/A |

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| **Key Accountabilities (All accountabilities will be carried out in line with the Council’s policies, procedures and relevant regulations and legislation)** | |
| 1 | To attend meetings and training to develop and maintain joint working relationships with a wide range of internal and external partners. |
| 2 | To develop and maintain an accurate knowledge of housing related legislation and policy as well as a commercial awareness of residential lettings and be able to apply this knowledge using professional judgement and legal interpretation in advising on housing related issues. |
| 3 | To work with the Principal Housing Officers to develop the service offer around private sector accommodation. This will involve exploring new initiatives e.g. social lettings agency approach, private sector leasing, influencing the development of new private rented schemes, lease and repair to bring empty homes back into use etc. |
| 4 | To have a good understanding of the housing options available to customers to ensure relevant and accurate advice and assistance can be offered (home visit, interview, correspondence or telephone), empowering people to make informed decisions about their housing needs. |
| 5 | To maintain the rent deposit / bond scheme to help households in housing need or under threat of homelessness to access suitable, affordable privately rented accommodation where this will meet their housing needs and prevent homelessness. |
| 6 | To work with estate agents, letting agents and landlords to ensure there is an adequate supply of new privately rented properties to meet the housing needs of those prospective tenants selected/matched. |
| 7 | Carry out a visual inspection of all accommodation to ensure it meets required standards of repair, liaising with the council’s Property Standards & Enforcement Officer where required. |
| 8 | Arrange for assisted viewing of the property by prospective tenants, ensuring the tenancy agreement, inventory etc is correct prior to sign up, offering welfare benefits advice as appropriate. Arranging for any support needs to be met. |
| 9 | To maintain regular contact with landlords and tenants to ensure the tenancy is being conducted well to include checks on property condition / conduct and rental payment. |
| 10 | To be a key contact point for landlords providing advice and assistance as required in relation to housing related issues including in respect of notices and re-possession action where necessary. |
| 11 | To promote and publicise the work relating to private sector accommodation including any specific schemes in operation, which may vary from time to time. This may be through articles, questionnaires, newsletters, consultative forums etc. |
| 12 | To develop and maintain a good working relationship with South Worcestershire Revenues & Benefits Shared service (SWRBSS) ensuring all rent due is paid from housing benefits and the tenant. |
| 13 | To provide support to the council’s Property Standards & Enforcement officer when responding to complaints of harassment and illegal evictions from private sector tenants and take appropriate action. |
| 14 | Maintain all administrative records; manual and electronic, relating to the development, delivery and promotion of private sector accommodation. |
| 15 | Produce reports on outcomes from the service and any other reports as required by managers |
| 16 | To meet all performance targets relating to this area of work and the job role. |
| 17 | To prepare, take and give evidence for legal proceedings in court if required. |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.

KEY REQUIREMENTS

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| Qualifications (or knowledge and experience at an equivalent level) | Essential | Desirable |
| Good educational background with a good level of numeracy and literacy skills. With a minimum of GSCE’s in English and Maths. | X |  |
| Housing qualification or in a similar related field |  | X |

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| Experience | Essential | Desirable |
| Previous experience in a Housing or similar, customer focussed role | X |  |
| Practical knowledge of housing legislation, guidance and good practice and/or tenancy related issues in the private rented sector | X |  |
| Experience of marketing practices |  | X |
| Experience in achieving successful results and outcomes against targets |  | X |
| Evidence of innovation in work experiences. |  | X |

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| Skills Required | Essential | Desirable |
| Excellent project management skills; organisational skills, planning and prioritising own workload to meet deadlines | X |  |
| Ability to deal with customers, members, colleagues, and other professionals in a professional and effective manner | X |  |
| Excellent negotiating skills and the ability to develop effective working relationships with customers, internal and external partners. | X |  |
| Able to work effectively with other members of a team in all situations. | X |  |
| Computer skills: Microsoft Window Packages and housing related computer systems | X |  |
| Full UK driving licence and use of a motorised vehicle for work purposes | X |  |
| Working knowledge of the Private Rented Sector |  | X |
| Knowledge of welfare benefits |  | X |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.