



Role Profile

SWINDON
BOROUGH COUNCIL

Job Title: Private Rented Sector Officer	Role Profile Number: CEN50
Grade: M Salary:	Date Prepared: July 2018
Directorate/Group: Housing	Reporting to: Prevention Manager
Structure Chart attached:	No

Job Purpose

- To develop joint working relationships with private sector landlords.
- To source suitable, affordable accommodation for single people and ensure they move on from high cost emergency accommodation
- Assist in carrying out the functions of the Private Rented Scheme to encourage private landlords to rent properties to clients on Universal Credit
- The post holder will be required to develop the Council's Private Rented Sector Offer to enable it to discharge its duty to homeless clients.

Key Accountabilities

- To prevent homelessness by assisting customers to access accommodation in the private rented sector and establishing and maintaining links with private landlords.
- To maintain a detailed understanding of the private sector housing market and the differing needs across the borough.
- Develop effective liaison arrangements with the Benefit Service to ensure correct and timely payments of Universal Credit.
- To contribute homeless to prevention initiatives and assist in training and information updates for staff
- To oversee further development of a suitable Private Rented Sector Offer to discharge a homeless duty.
- To recruit new private landlords under a new Private Rented Scheme. Negotiating rent levels with

Landlords and the requirements of property condition, in conjunction with other council departments

- To engage and develop positive relationships with private sector landlords through providing specialist advice and assistance.
- To maintain up to date and accurate records of the Private Rented Scheme and provide performance management data and administration support for the scheme
- To liaise and offer support and signposting to landlords and tenants to resolve any tenancy disputes which may contribute to homelessness
- To control budget set aside for Private Rented Scheme and record details of cost.
- Ensure all customers are making regular payments on all deposits made on their behalf.
- Promote the sustainment of tenancies with housing colleagues and other outside agencies.
- Build a professional relationship of trust with every client, and offer guidance of help where needed.
- Notify client of available properties within the private rented scheme.

Supplementary Accountabilities

- Ensure all Health and Safety requirements are met. In particular where staff are engaged in 'lone working', systems are in place to ensure communications and monitoring of staff safety.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

- Undertaking any other duties that can be accommodated within the grading level of the post.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum

- At least 12 months experience of working in housing or related field
- Experience of dealing with members of the public both face to face and over the phone
- Experience of liaison and negotiation with Private sector Landlords, agents and statutory agencies
- Current, full driving licence.

Preferred

- Knowledge of Housing Law, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017)
- Landlord & Tenant Housing Law
- Experience of equal opportunity issues.
- Good IT skills.
- Excellent communication skills.
- Ability to work under pressure

Qualifications

- GCSE Grade C or equivalent in English and one other subject. In the absence of formal qualifications, further relevant experience will be considered.

Decision Making

- Responsible for decisions that directly impact upon the lives of people presenting as homeless, including their future housing provision.
- Use of the Council's Prevention Fund
- The appropriate accommodation for clients.
- In negotiating an acceptable rental level for private accommodation.

Creativity and Innovation

- Solution focused to prevent homelessness
- Problem-solver that thinks 'outside the box'
- Develop Personal Housing Plans for our customers

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed <ul style="list-style-type: none">• N/A	Responsibility	£5,000 per case
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• N/A	Asset Responsibility:	N/A

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Communicate with partner agencies, accommodation providers and the voluntary sector to ensure the successful outcome of the project.
- Represent Swindon Borough Council at multi-agency meetings and forums.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	