



Role Profile

Job Title: Private Rented Sector Officer	Role Profile Number: CEN50
Grade: M	Date Prepared: July 2018 Date Reviewed: June 2022
Directorate/Group: Housing	Reporting to: Prevention Manager
Structure Chart attached:	No

Job Purpose

- To develop joint working relationships with private sector landlords. This will include regular meetings/visits to build relationships and form new networks
- The post holder will be responsible for agreeing financial assistance in line with Swindon Borough Council policies to assist clients into suitable accommodation
- Assist in developing a new Private Rented Scheme to encourage private landlords to rent properties to clients on Universal Credit
- The post holder will also be required to develop the Council's Private Rented Sector Offer to enable it to discharge its duty to homeless clients
- The primary focus is to support clients who are placed in temporary/emergency housing solutions with a clear and obtainable move on options
- To ensure clients can sustain accommodation

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
- To carry out regular inspections of temporary/emergency housing placements
- To assist tenants with move on placements
- To reduce the time clients spend in temporary/emergency housing placements keeping accurate records
- Work in partnership with commissioned service providers providing support in temporary housing placements ensuring clear communication

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

Minimum

- At least 12 months experience of working in housing or housing 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
- Knowledge of landlord and tenant law
- Current, full driving license

Preferred

- Knowledge of Housing Law, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017)
- Experience of equal opportunity issues
- Good IT skills
- Excellent communication skills
- Ability to work under pressure
- Experience of multi-agency working
- Understanding of non-secured license arrangements
- Housing qualification with CIH

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

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

- 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

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