



Role Profile

Job Title: Private Rented Sector Officer	Role Profile Number: SBC_11005
Grade: CFL 7	Date Prepared: July 2024
Directorate/Group: Housing Management & Community Safety	Reporting to: Prevention Manager
Structure Chart attached:	No

Job Purpose

- To develop joint working relationships with private sector landlords and agencies. 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 continuously 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 this will require ongoing support and guidance to landlords and tenants placed in accommodation.
- To visit temporary housed clients and establish move on plans and requirements these visits will also include checks on current placements to recognize any support that could be required.
- Successfully ensure all accommodation placements are recorded and any assistance that has been offered is monitored and recorded efficiently for record and reporting purposes.
- The post holder will be required to inspect and attend properties/locations and meetings with potential landlords/agencies that want to work with the Local Authority.
- The purpose is to build on foundations to offer the correct support and advice for landlords and tenants, you will be the one point of contact to ensure there are no delays and that customers (landlords and tenants) can acquire advice and assistance without delay.

- An opportunity to rebuild an open forum for landlords and agencies to discuss greater concerns and how the Local Authority can best assist and support.
- Maintain a database of properties, private landlords and letting agencies, rent deposit and rent in advance payments, and provide when required data and statistics. Ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Quality Policy.
- Work with the Housing Options Officers when matching suitable clients to available properties to ensure the sustainability of tenancies. Arrange and where required attend accompanied viewings of properties by tenants and arrange inventories, check ins and check outs with landlords and tenants and annually monitor the contract for provision of the inventory service and its tender. Assist customers to complete their tenancy agreements and ensure that both landlords and tenants understand their responsibilities and complete the landlord and tenants charters.
- Assist customers to complete and update Housing Benefit and Universal Credit applications where applicable and work with the Housing Benefit Team and Universal Credit to ensure the smooth processing of customers applications and answer any queries from landlords regarding Housing Benefit and Universal Credit payments. Assist customers to apply for Discretionary Housing Benefit where appropriate.
- Visit tenants on a regular basis and address any issues that may arise during a tenancy, which may threaten its sustainability. Mediate between tenants and their landlords and provide advice and assistance to both parties regarding tenancy and management issues.
- Refer customers who need additional support to appropriate agencies, eg. CAB, solicitors, furniture schemes, foodbanks, Children Services, tenancy support, Probation, Youth Justice and Community Mental Health Recovery Service. Work with these agencies, as required including participation in case conferences, safeguarding meetings and professionals' meetings with other agencies as required. Liaise with such agencies regarding joint working and referral protocols and complex cases, as well as representing the Housing Options Team at a range of formal and informal meetings.
- Maintain daily comprehensive case work records and ensure customers' housing register applications are kept up to date and any issues preventing them from being rehoused are dealt with immediately. Reply to letters, e-mails and telephone calls from customers and external agencies.
- Inspect dwellings to identify hazards/risks. Produce detailed notes, calculations, plans, and digital images of properties inspected, and keep appropriate records.
- Specify, by preparation of a detailed plan, remedial work needed to remove or reduce hazards/risks of any client who may be at risk of losing accommodation to both landlord and customer.
- Determine and take the most appropriate informal or formal action to ensure that customers are prevented from losing accommodation.
- Monitor plans with customers and landlord to ensure it is followed.
- Take default action where necessary, including obtaining quotes, checking works, and liaising with other relevant departments

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

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 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

(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.

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).