



Hart job description and person specification

Job Description

Job title

Landlord & Tenant Liaison Officer

Department

Communities (Housing)

Grade

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Salary

£34,526 - £37,004

Manager

Housing Solutions Manager

Job summary

To intervene and prevent homelessness, working to reduce the pressure on the housing register for rehousing. Liaison with landlords both private and social, to develop good working relations and strong effective partnerships in order to prevent homelessness. Achieve optimum use of the Council's Rent Bond Scheme to secure homes for residents. .

This role is the main point of contact within the Housing Service for Private Rented Sector (PRS) landlords and is responsible for proactively identifying new ways to recruit and retain local PRS landlords.

Key Contacts/Communication Links

Internal

- **Housing Services managers and officers**
- **Finance and Audit**
- **Debt Recovery Officer**

External

- **Local PRS landlords and letting agents**
- **Registered Providers - Income Officers**
- **Revenues and Benefits staff**
- **Rent Officer Service**
- **Neighbouring local authorities**
- **National Resident Landlords Association**

Main responsibilities and activities

1. To act as the primary liaison, point for local PRS landlords wishing to work in partnership with the Council.
2. To promote the Council's Rent Bond Scheme with PRS landlords and potential tenants.
3. To administer and operate the Rent Bond Scheme.
4. To search and secure available PRS vacancies for vulnerable households in the district.
5. Undertake weekly searches for potential properties, including identified empty properties, for use under the Rent Bond Scheme
6. To liaise closely with the Housing Options Team, DWP and Revenues & Benefits Team to ensure all placements into PRS accommodation are sustainable and risk assessed.
7. Respond to all enquiries regarding the Rent Bond Scheme.
8. Produce promotional literature and information leaflets as appropriate regarding the scheme and work alongside the Comms team to get the message out there.
9. Coordinate and organise relevant landlord / Rent Bond events and forums, including annual Landlord's Forums / training and Steering Groups.
10. Where appropriate, and in liaison with the Housing Options Team, match potentially homeless households to available vacancies.
11. Ensure full inventories, agreed and signed by all parties for Rent Bond Scheme
12. Ensure benefit entitlement and support services have been fully assessed and submitted in readiness for tenancy commencements.
13. Act as Key Officer for the landlord and/or tenant to contact for the duration of Rent Bond tenancies.
14. Assist with the resolution of any disputes between landlords and tenants where appropriate.

15. Undertake six monthly tenancy reviews (using most appropriate mechanism) of all live rent bonds.
16. Undertake initial property inspections to ensure property is fit and proper for prospective tenants.
17. Undertake tenancy inspections/ welfare checks throughout the tenancy where necessary
18. Determine and administer any bond claims made under the scheme and ensure funds are reclaimed from tenants with authorisation from the Housing Options Manager.
19. Maintain and administer records and prepare reports as required in relation to all Rent Bond activities.
20. Maintain up to date knowledge of local PRS markets and LHA rates and best practice with regard to landlord incentive schemes.
21. Maintain up to date knowledge of relevant housing, benefits and welfare law and regulations.
22. Identify any potential occurrence of financial fraud and refer to the Fraud Officer for investigation of any anomalies or irregularities.
23. Work collaboratively with other officers within the service to ensure adequate levels of service delivery.
24. Discretionary housing payments – work with Capita to maintain and manage the DHP budget for the Council.
25. Make recommendations for use of the Homelessness Initiatives Fund or other related financial assistance to prevent a person's homelessness., hardship fund and vulnerable renters' fund.
26. Represent the Rent Bond Scheme and the Council at meetings and working groups concerning the Council's Rent Bond Scheme where necessary.
27. Ensure service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation (including legislation on equalities, health and safety and safeguarding children and vulnerable adults).
28. Provide a high-quality service for our residents, staff, managers, and external partners.
29. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
30. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.

- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they always take a vigilant approach to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

(For Management Posts) This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification

Job title

Landlord & Tenant Liasion Officer

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	Education to A-level or equivalent standard	5 GCSEs (or equivalent) at grades A-C including English and Math	Application form and certificate

Experience and knowledge	Experience of liaison and negotiation with partners including voluntary agencies Committed to providing high-quality customer service Experience in understanding homelessness	Experience of Rent Bond Schemes Experiences of letting agents/working with landlords Experience of debt recovery work & court issuing Experience of finance systems, setting up accounts and invoicing Experience of work in social housing or related field	Application form and interview
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<p>Skills and abilities</p>	<p>Excellent communication, negotiation and influencing skills, including written communication skills and listening skills</p> <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to demonstrate empathy and a calm, caring approach</p> <p>Ability to take ownership of tasks, challenges, and problems to achieve an appropriate outcome</p> <p>Ability to manage a diverse workload and meet deadlines</p>	<p>Ability to analyse and interpret data</p>	<p>Application form and interview</p>
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<p>Personal qualities</p>	<p>Innovation and drive</p> <p>Ability to work as part of a team and/or alone and use own initiative</p> <p>Commitment to professional and personal development</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p> <p>Good negotiation & influencing skills</p>	<p>Ability to work under pressure and manage a heavy workload</p>	<p>Application form and interview</p>
<p>Other working requirements</p>	<p>Ability to attend meetings out of usual working hours</p>	<p>Full driving license with business insurance and a car</p>	<p>Application form</p>

Signatures:

Job-holder

Manager