



# Job Description & Person Specification

Job Title:	Tenant Liaison Officer	Job Reference:	TLO1
Service:	Housing and Environmental Health		
Location:	Andover	Grade:	6 (one-year fixed contract)
Reports to:	Senior Accommodation Service Officer		
Date:	April 2019		
<b>Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:</b>			
<b>Accountability, Ambition, Empowerment, Integrity, Inclusiveness.</b>			
<b>Main job purpose</b>			
<p>To act as a key point of contact for Private Rented Sector tenants in Test Valley and Winchester, working closely alongside existing housing officers in both areas. Providing advice and support for tenants on all matters associated with their rights and responsibilities and in the interests of preventing and relieving homelessness for people in housing need.</p> <p>Proactively identify new ways to recruit and retain PRS landlords and matching people in housing need to PRS properties, preventing homelessness and reduce pressure on the housing waiting list in Test Valley and Winchester.</p>			
<b>Main responsibilities and duties</b>			
<ol style="list-style-type: none"><li>1. To proactively support the delivery of the MHCLG PRS Access Fund Project across Test Valley and Winchester.</li><li>2. To work with the existing housing teams in Test Valley and Winchester, to act as a point of liaison for local PRS landlords who have concerns about tenancy failure.</li><li>3. To administer and promote the Councils' respective landlord incentive schemes with PRS landlords, letting agents, and potential tenants, and respond to any queries arising.</li><li>4. To search and secure available PRS vacancies for vulnerable households in Test Valley and Winchester.</li><li>5. To liaise closely with the Housing Options Teams and Revenues &amp; Benefits Teams in both Councils to support placements into PRS accommodation, and with local CABx / DWP where appropriate to troubleshoot any Universal Credit</li></ol>			

issues.

6. Undertake weekly searches for potential properties, including identified empty properties, for use under the Rent Bond Scheme.
7. Where appropriate, and in liaison with the Housing Options Teams in both areas, match potentially homeless households to available vacancies.
8. Ensure Housing Benefit entitlement and support services have been fully assessed and submitted in readiness for tenancy commencements.
9. Assist with the resolution of any disputes between landlords and tenants where appropriate.
10. Undertake six monthly tenancy reviews of rent bonds/deposits.
11. Undertake end of tenancy inspections alongside any external inventory clerk as necessary.
12. Determine and administer any claims made under bond/deposit schemes in either Council area and ensure funds are reclaimed from tenants with authorisation from the Housing Manager.
13. Maintain up to date knowledge of local PRS markets and LHA rates and best practice with regard to landlord incentive schemes.
14. Represent the PRS Access Fund Project on behalf of both Councils at meetings and working groups where necessary.

To ensure confidentiality and data protection are observed at all times in compliance with the Data Protection Act & the General Data Protection Regulation.

NB The particular duties and responsibilities attached to posts are of necessity in many cases difficult to define in detail, and may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

### **Qualifications**

Please note that if you are selected for interview you will be required to provide evidence of your qualifications when you attend.

### **References**

It is a condition of employment that two satisfactory references are obtained. The Council reserves the right to approach any of your previous employers for a reference, in writing or by telephone, regardless of whether or not they have been nominated as a referee by you.

*To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.*

### **Supervision and management**

Reporting to the Resettlement Services Officer who will conduct supervision and support on a regular basis.

### **Resources**

N/A

<b>Contacts and relationships</b>
<p>Joint working with PRS landlords and Letting Agents.</p> <p>Joint working with statutory and non statutory agencies.</p>
<b>Working environment</b>
<ul style="list-style-type: none"> <li>• This is an office based role with some home visiting and outside meetings.</li> <li>• Must be able to travel Hampshire wide and occasionally to further locations some of which may not be easily accessible by public transport.</li> <li>• Contact with the public with risk of challenge or abusive behaviour.</li> <li>• May Lone Work on occasions.</li> </ul>

<b>CRITERIA</b> Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	<b>ESSENTIAL DESIRABLE</b>
<b>Educational and professional qualifications</b>	
Sound general education with 5 GCSE's grade C or above (or equivalent), including in English and Mathematics.	Essential
Educated to A-Level standard	Desirable
<b>Knowledge</b>	
<p>Have a practical knowledge of:</p> <ul style="list-style-type: none"> <li>• Welfare Benefits (including Housing Benefit and Local Housing Allowance)</li> <li>• Housing Law</li> <li>• Local authority landlord incentive schemes including Rent Deposit / Rent Bond schemes</li> <li>• Knowledge of local agencies both statutory and voluntary</li> <li>• Ability to capture and record information</li> </ul>	Essential
Able to demonstrate an understanding of the types of issues that may impact on people and lead to homelessness.	Essential

Able to demonstrate an understanding of the issues and concerns of a PRS landlord or letting agent with regard to letting homes to people on low incomes.	Essential
Able to demonstrate an understanding of what represents good practice in working with PRS landlords or letting agents to prevent homelessness.	Essential
<b>Experience</b>	
<p>Experience of working in housing in either the private or public sector.</p> <p>Experience of working in partnership with statutory and/or non statutory agencies.</p> <p>Experience of working with PRS landlords and/or letting agents.</p> <p>Able to demonstrate a track record of actively encouraging , influencing and supporting people to change their behaviour.</p>	All Essential
<b>Key skills</b>	
<p>Strong communication skills</p> <p>Ability to empathise and be tactful in approaching difficult communications</p> <p>Ability to deal with people in difficult circumstances and recognise you may need to use different approaches to communicate effectively with different people to help aid their understanding</p> <p>Ability to work under own initiative but also as part of a team</p> <p>Motivated with a can do attitude to deliver excellent customer service with fair access to all</p> <p>Ability to capture and record information accurately</p> <p>Good time management skills</p> <p>Computer literate and proficient in the use of Microsoft Office</p>	All Essential
<b>Other Factors</b>	
Standard Disclosure and Barring Service check required	

## Corporate Responsibilities

All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:

**Health and Safety** - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.

A satisfactory medical report will be needed before an offer of employment can be made. You will be asked to complete a medical assessment form if selected for interview which is passed by you directly to our Occupational Health Adviser. Any information you give is confidential.

If our Occupational Health Adviser feels that you need a medical examination you will be contacted by them.

**Safeguarding** - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

**Equalities** – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

**Social Media** - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

**Financial** – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

**Risk Management** - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

**Data Protection and Data Security** - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.