

## London Borough of Havering Job Profile

<b>Job Title:</b> PRS Procurement Officer (Accommodation of Ex-offenders) AfEO	<b>Directorate:</b> Housing
<b>Service/Section:</b> Housing Demand Service / Housing Supply Procurement	<b>Post Number(s):</b>  <b>Job Evaluation Number:</b> 2630
<b>Grade:</b>  G6	<b>Date last updated:</b> February 2023  <b>Date of last Evaluation:</b> <b>August 2020</b>

### Main Purpose of the Job/Key Objectives:

- This position requires an understanding of the challenges and complexities around homelessness today, the impact that homelessness has on families and single people, and have a commitment to addressing housing issues and reducing homelessness.
- The post holder will be responsible to acquire a sufficient supply of private sector accommodation to address and minimise homelessness in Havering for ex-offenders, providing accommodation of a suitable type, size and location to meet the requirements of clients in housing need.
- The post holder will support and secure affordable housing for those leaving prison or experiencing homelessness. The role is incumbent of partnership working and the post holder should have experience of working with the probation service.
- The post holder will report to the Housing Supply Lead and will participate in strengthening the Councils role in the private housing sector to promote and operate accommodation for the ex-offenders initiative. This funding is secured by Department for Levelling Up, Housing and Communities for a fixed term period.
- The post holder will be responsible to develop effective marketing and procurement strategies to maximise the number of suitably affordable private rented accommodation available to the Council.
- The post holder will provide a high-profile single access point for all private housing options for people who want to rent, buy affordable housing products or need help to prevent them losing their home in the private sector.
- The post holder to provide advice, support and encouragement to landlords with homes to let and increase the number of landlords and letting agencies that work with the Housing Procurement Team.
- The position requires the post holder to develop and maintain effective relationships with new and existing landlords and letting agents.
- The post holder will contribute to research and service development of the Procurement Team, Housing Solutions Specialist, PRS and Local Lettings Agencies. The post holder will be required to work to tight deadlines, targets and provide data for KPI's.

## **Job Context:**

Prevention and Relief Services identify individuals and families at risk of homelessness and provide holistic support working with both internal and external partners including local voluntary sector organisations, agents, landlords, prison service & probation service.

This is a preventative role which will be at the forefront of the prevention of homelessness and at the cutting edge by finding a housing solution to private rented tenants to avoid and reduce the use of temporary accommodation. The post holder is expected to secure a sufficient supply of private rented accommodation to address and minimise homelessness.

1. This is a fixed term post for 2 years
2. The post holder reports to: Housing Supply Lead
3. The post holder has no line management responsibility.
4. The post covers a 36 hour week, with the occasional requirement to work outside 'normal' office hours.
5. The post holder has no Financial/Resources responsibility.

## **Experience and Skills**

- Experience of working with private sector agents/landlords.
- Providing day-to-day delivery of the AfEO scheme aimed at tackling homelessness and meeting local housing need for ex-offenders.
- An understanding of the impact of national and local policies and how they influence local government processes, drivers, structures and work practices.
- Working and negotiating with private organisations, the voluntary sector, public sector organisations and local community groups.
- Identifying new areas of housing need or housing related policy changes and developing initiatives to address these
- Knowledge of the operation of the private sector rental market.
- Adapting to changing workloads and priorities to meet performance targets and service standards
- Experience working in a busy front facing customer focused environment to give advice and information to vulnerable customers.
- Negotiating skills at the appropriate standard to liaise with landlords and agents.
- Ability to manage and direct own workload and act on own initiative.
- Ability to work as an effective member of a team, supporting colleagues.
- Ability to deliver at pace and quickly to tight timescales, balancing both immediate term priorities and longer-term goals.
- Ability to deal with complex and contentious cases and make bespoke recommendations to senior management.
- Ability to respond quickly and positively to changing work demands and conflicting priorities.

- Experience of working on defined operational projects, working to tight deadlines and objectives with minimum supervision.
- Competent IT skills such as Microsoft Word, Excel and Outlook.
- Experience in using Jigsaw or similar packages
- Ability to constructively challenge in the workplace – but to also overcome obstacles and proactively find solutions.
- Ability to have or acquire knowledge of all elements of housing needs: private renting sector, housing advice, homelessness prevention, property allocation and choice based lettings.
- Ability to have and maintain a thorough and up to date knowledge of relevant policy and strategy areas, including, but not exclusively:
  - Havering’s housing strategy and related sub strategies,
  - Havering’s social housing allocations policy,
  - The Homeless Reduction Act 2017
  - The Housing Act 1996 Part VII
  - The Rehabilitation of Offenders Act
  - Codes of guidance from central government
  - DWP guidance on personal and housing benefits.
- Excellent communication and negotiating skills
- To be a confident, engaging communicator, able to positively handle contact with clients from a range of backgrounds and with complex needs.
- The ability to build & maintain a thorough working knowledge in using data and case management systems to ensure data quality and effective sharing of work.
- Proven ability to work with several software applications in conjunction, and proficiency in Microsoft and database use.
- Ability to handle and respond to customer complaints clearly and comprehensively in keeping with the council’s service standards.

## Qualifications

- Relevant work experience, numerate and literate.

## Working conditions/circumstances

- The post holder may be required to work evenings, weekends and occasional public holidays in order to meet service requirements.
- This post is a hybrid role
- Undertake any other duties commensurate with the general level of responsibility of this post.

## Key Accountabilities and Result Areas

Key Result Area	Expected End Result
Supervisory responsibility	<ul style="list-style-type: none"> <li>• No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.</li> </ul>

Meet the functional requirements of the post by securing sufficient supply of private rented accommodation.

- To develop and maintain an up to date knowledge of the different housing options available to clients seeking accommodation and systems of access to housing of all types including; the private rented sector, intermediate housing schemes, and supported housing.
- To maintain relationship with landlords and letting agents so that the Council can reduce the use of temporary accommodation and prevent homelessness.
- To assist in the promotion and delivery of initiatives aimed at helping ex-offenders who want to rent a private property, buy affordable housing products or need help to prevent them losing their home in the private sector.
- To be responsible for delivering the Council's procedures to end its prevention and relief duties and also discharge its duty to persons placed in temporary accommodation that is owed an interim S.188 and full S.193 housing duty.
- To contact, negotiate and liaise with private sector landlords, agents, Housing Associations and developers/investors to acquire a supply of suitable accommodation on reasonable terms.
- To negotiate incentives to secure accommodation and following the Accommodation for Ex-offender procedure. Including preparation of documents relating to the scheme.
- To provide the Manager with information required to process any claim made under the AfEO scheme.
- To assist local households with an identified housing need move into PRS
- Providing help to privately renting households affected by changes to the housing benefit system
- To assist households by:
  - working with landlords to negotiate lower rents to help tenants stay in their homes
  - enable access to Discretionary Housing Paymentsproviding mediation between landlord and tenant disputes and working closely with the Outreach Officer.
- To support the Housing Supply Lead to undertake the annual Landlords Forum, including event planning, promotion and agenda for the forum, and ensure a high attendance amongst relevant providers.
- To consult agents/landlords about their needs and information requirements and develop the service and provide best practice advice and information in response, and ensure that the website information is up to date.

	<ul style="list-style-type: none"> <li>• To provide support to landlords through participation in forums and contributions to newsletters and website information.</li> <li>•</li> <li>• Communicate clearly both verbally and in writing using appropriate language and methods of communication in a polite and approachable manner to ensure information is received, understood and acted upon.</li> <li>• To proactively manage and be responsible for own workload.</li> </ul>
Provide a customer-focused service by resolving issues and finding solutions to maximise the options and opportunities available to customers	<ul style="list-style-type: none"> <li>• To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.</li> <li>• To provide holistic, informed and accurate housing advice which is "right first time", to all approaches to the service.</li> <li>• Maintaining good working relationships with landlords and continue to provide tenancy support during the life of the tenancy.</li> <li>• Provide 'settling-in' support to our clients who are placed in PRS and work closely with the Outreach officer</li> </ul>
Contribute to the development of procedures, policies and strategies to meet the challenges, new demands and pressures on the service	<ul style="list-style-type: none"> <li>• Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.</li> <li>• To participate in meetings and working groups to improve the overall service provided and contribute to creation and revision of policies and procedures within the service area.</li> </ul>
Contribute to service improvement	<ul style="list-style-type: none"> <li>• To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.</li> <li>• To share information and consult with other services (particular reference Public Protection) in order to develop methods which will deliver the best outcome for clients and the council.</li> <li>• Cost-consciousness is demonstrated and any cost effective changes to own way of working is identified and implemented.</li> </ul>
Promote liaison with internal and external stakeholders in order to enhance the Council's performance, reputation and image.	<ul style="list-style-type: none"> <li>• Council wide where appropriate in particular to engage with Environmental Health Service, Housing Benefit Services and Public Protection Services to deliver a seamless service where appropriate.</li> <li>• External - Including but not limited to: DWP; Rent Officers; Solicitors; Accommodation Agencies;</li> </ul>

	<p>Private Sector Landlords and their representatives; National Landlords Association; London Landlords Accreditation scheme; Lettings and estate agents; Housing Associations &amp; RSLs;</p> <ul style="list-style-type: none"> <li>• Be polite and approachable using appropriate language and methods of communication to ensure information is received, understood and acted upon.</li> </ul>
Meet key performance indicators to ensure that services are delivered efficiently and effectively to a high standard	<ul style="list-style-type: none"> <li>• Specific targets and objectives will be set on an individual bases as part of your individual Performance Plan.</li> <li>• Homelessness is prevented and relieved without the need for emergency temporary accommodation.</li> </ul>

### Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace.

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	C	<ul style="list-style-type: none"> <li>• Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication</li> <li>• Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others.</li> <li>• Summarises information to check understanding</li> <li>• Expresses thoughts and ideas clearly and consistently and objectively discusses options</li> <li>• Approachable and responsive to people's needs</li> </ul>
Delivering excellent customer service	C	<ul style="list-style-type: none"> <li>• Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs</li> <li>• Analyses and understands delivery and range of services, providing solutions to individual customer needs</li> <li>• Develops and maintains constructive relationships with customers</li> <li>• Takes pride in delivering high quality services and seeks to expand own skills</li> <li>• Constantly questions "how will this benefit the customer?"</li> <li>• Seeks customer feedback to identify ways to improve customer experience</li> </ul>

Managing Personal and Organisational Change	B	<ul style="list-style-type: none"> <li>• Identifies opportunities to improve and adapt ways of working and is open to changing processes and methods where needed</li> <li>• Accepts and adapts positively to change</li> <li>• Is open to new ideas and listens to other people's points of view.</li> <li>• Shows a willingness to adapt and be flexible to changes in priority and workload</li> <li>• Shows a willingness to take on tasks and projects to develop themselves and takes advantage of development opportunities</li> <li>• Keen to acquire new skills</li> </ul>
Achieving Results and Success	C	<ul style="list-style-type: none"> <li>• Evaluates and monitors performance</li> <li>• Uses knowledge of social and political dynamics to achieve results</li> <li>• Encourages organisational learning and continuous improvement</li> <li>• Demonstrates integrity, fairness and consistency in decision making</li> <li>• Sets demanding but achievable objectives for self and others</li> <li>• Achieves results through effective management of self and others</li> <li>• Identifies and manages risk</li> <li>• Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes</li> </ul>
Planning and Implementing	C	<ul style="list-style-type: none"> <li>• Develops, monitors and adjust plans as necessary</li> <li>• Leads projects and plans for resources required to deliver</li> <li>• Communicates the plans to appropriate staff/stakeholders</li> <li>• Uses appropriate range of tools and techniques to plan and manage the process/project</li> <li>• Focuses on results and delivers outcomes</li> <li>• Shows determination and commitment</li> <li>• Shows flexibility</li> </ul>
Respecting Others	B	<ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that everyone can make</li> <li>• Demonstrates integrity at all times</li> <li>• Considers impact of own actions and tries to cater for the differing needs of others</li> <li>• Acts as a role model sets a personal example of good equalities practice at all times</li> <li>• Challenges inappropriate and discriminatory behaviour</li> <li>• Understands different learning and personality styles and preferences</li> </ul>

		<ul style="list-style-type: none"> <li>• Respects confidentiality wherever appropriate</li> <li>• Acts upon concerns about discrimination or inequality of opportunity</li> <li>• Applies consistent standards of service and response</li> </ul>
--	--	---

**Additional Requirements:**

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training. You will meet these expectations.
- You comply with Health and Safety Regulations associated with your employment.
- You are aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- You will treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- You will demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- You will deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.