

Job Description

Job Title: Private Housing Tenancy Liaison Officer	Service Area: Inclusive Economy and Housing	
Directorate: Private Sector Housing Standards	Post Number: 34872	Evaluation Number: 5639
Grade: PO3	Date last updated: November 2020	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Job Context

The Private Sector Housing Standards Service (PSHS) together with The Homelessness Prevention & Advice Service (HPAS) provides holistic support and advice to individuals and families who are homeless or at risk of homelessness, also working with both internal and external partners. These include local voluntary sector organisations and organisations representing tenants, private landlords and residential letting agents.

The post holder will be required to promote, plan and execute campaigns and publicity activities concerning the rights and responsibilities of tenants, private landlords and letting agents particularly in relation to the role of landlord licensing in regulating the private rented sector (PRS).

The post holder will also assist in organising meetings and groups of key stakeholders in the private rented sector in order to promote quality, safety and security for tenants in the PRS.

The post-holder will report to a Team Manager, within the PHSS Service, and will work to prevent illegal evictions, and harassment taking legal action where necessary. The post holder may also work with external organisations to support tenants at risk of losing their accommodation through harassment and illegal eviction and to seek redress through Rent Repayment Orders or other available options.

The post holder will be part of the PHSH and will be expected to work efficiently and to continually monitor and meet their targets. The post holder is expected to be a decision maker and work on his on her own initiative with minimal supervision. The post holder must take responsibly for their actions and their outputs.

The post holder may be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

1. To develop and maintain private sector landlord/Council relations. To assist in engaging and developing positive relationships between private sector landlords/letting agents and tenants. To encourage and support landlords/letting agents to provide good services to their tenants and to positively engage with the Council.
2. To gather quality evidence under statutory guidelines such as the Police & Criminal Evidence Act and prepare legal case files and give evidence to a high standard for the purposes of civil and criminal proceedings in Courts and Tribunals. These will include prosecutions, debt recovery and compensation claims particularly in relation to harassment and illegal evictions on behalf of the Council. To liaise with Barristers and legal professionals and make decisions on their cases using discretion and within the Council's policies.
3. To ensure that adequate records and databases are maintained including statutory registers to enable the efficient operation of the work of the Service and assist with the timely production of managerial information and performance indicators.
4. To work in close collaboration and develop positive working relationships with a range of internal and external partners; to ensure that a suitable type and level of support is available to private tenants.
5. To ensure the service is delivered in accordance with the Council's Equality & Diversity Policy, Data Protection and Health and Safety policies and procedures.
6. To ensure service delivery is compliant with relevant legislation and emerging policy development.
7. To work efficiently and make an effective contribution to defining and achieving objectives, performance standards, current priorities, procedures and programmes of work by the team.
8. To assist the management team in the development of a strategic approach to tenancy issues in the private rented housing sector.
11. To act as the authority's expert in matters of landlord and tenant law. To be aware of legislative, professional, managerial and technical developments within an area or discipline covering the field and to provide advice and support to the team.
12. To prepare and present accurate written and/or verbal reports, briefings and presentations to senior managers, the Mayor, Cabinet, Committees and other bodies and to attend meetings as necessary or required.
13. To be flexible, able to cover more than one service area at any time and take on new duties and responsibilities. To cover the work of other officers as necessary in times of leave, sickness or other absenteeism.

14. To give high levels of customer care and recognise the service needs of clients with complex needs, ensure the delivery of high quality customer service including responding to MP/Councillor enquiries and FOI requests.
15. To attend such training or refresher courses as are required by management.
16. To initiate campaigns and publicity locally and link with those nationally concerning the private rented sector to promote quality safety and security in private rented sector housing.
17. To work in partnership with internal and external organisations to support private tenants in rented accommodation through case work and advocacy.
18. To organise meetings, groups and other platforms with internal and external stakeholders involved in private rented housing to promote good practise in rented accommodation.
19. To work with the Council's Communications Team to promote and distribute information and advice for tenants and landlords in the private rented sector.
20. To carry out casework and provide support to tenants to ensure their rights are protected.

Personal Specification:

Job Title: Private Housing Tenancy Liaison Officer	Service Area Inclusive Economy and Housing	
Directorate: Private Sector Housing Standards	Post Number: 28548	Evaluation Number: 5639
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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
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<p>KNOWLEDGE:</p> <p>Good knowledge and understanding of the range of strategic and policy issues facing Housing and Local Authority services.</p> <p>Excellent working knowledge and understanding of current housing regulation and homeless legislation, policy and practice.</p> <p>Good knowledge of the welfare benefits system to sustain tenancies.</p> <p>Experience of giving advice on the rights and responsibilities of landlords and occupiers, often in difficult and hostile situations.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
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<p>Understanding of elements of criminal and civil law and proceedings as it applies to landlords and tenants.</p> <p>Understanding of the housing market in London and the issues of affordability and the privatisation of homelessness.</p> <p>Demonstrate an understanding of the rights and responsibilities of landlords and tenants.</p> <p>Good level of competency to prepare legal agreements, prepare legal briefs, instruct counsel and pursue resultant legal action including giving evidence in court or tribunal, for prosecutions/hearings.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>QUALIFICATIONS:</p> <p>Degree level or similar qualification in housing, law, customer service or information advice and guidance or evidence of extensive experience in housing related field.</p> <p>Educated to A level standard or equivalent, or able to demonstrate good literacy & numeracy skills.</p>	<p>Application Form/Documentation</p> <p>Application Form/Documentation</p>
<p>EXPERIENCE:</p> <p>At least 3 years' experience of working in, or with, the housing sector.</p> <p>Experience of working within a customer focussed environment or customer orientated services.</p> <p>Experience of housing or similar social issue campaigning and working with different stakeholders to secure policy objectives.</p> <p>Significant experience of working in a housing environment, or recent experience of working in a housing or support service.</p> <p>Experience of working on campaigns and publicity regarding social issues.</p> <p>Experience of case work advice, support and outreach.</p> <p>Experience of working in a service that provides advice on housing.</p> <p>Experience of moulding a new role and successfully delivering outputs within a short-term project timeframe.</p> <p>Experience of working to deadlines and meeting targets.</p> <p>Experience of working in a fast-paced environment and managing a diverse caseload.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>Experience of creating, building and maintaining effective and strong working professional relationships and contacts.</p> <p>Proven experience of effective joint working, inter-agency liaison and operating in a demanding working environment.</p> <p>Experience of maintaining computer based records.</p> <p>Experience of using IT applications, including word processing, spreadsheets and databases.</p> <p>Experience of effective service user consultation and involvement.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>SKILLS AND ABILITIES:</p> <p>Excellent verbal and written communication skills.</p> <p>Professional, approachable, confident and empathetic manner whilst maintaining appropriate boundaries.</p> <p>Able to rapidly build and sustain rapport with customers.</p> <p>Able to be innovative in formulating and enacting creative responses to homelessness prevention and relief in the PRS.</p> <p>High level of influencing, negotiation and advocacy skills.</p> <p>Advanced organisational, prioritisation and time management skills.</p> <p>Able to communicate at different levels whilst demonstrating empathy and understanding in relation to customer needs, sometimes where customers may display challenging behaviours.</p> <p>Able to demonstrate a high level of customer care and good customer service in responding to enquiries and service requests in a professional manner and in accordance with service standards for response (time and quality).</p> <p>Able to prepare reports and case notes, and present reports and other information, at service user groups, working groups and other meetings.</p> <p>Able to prioritise short, medium and longer term needs of individual customers and the wider community.</p> <p>Able to work in partnership with internal and external teams, agencies and other services, in order to deliver an effective service to our customers and tenants.</p> <p>Able to work effectively as a team member and a commitment to work flexibly within and across a team to support or motivate other team members.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>Able to adapt positively to change, new methods of working and demonstrate a flexible approach.</p> <p>Able to meet individual performance targets and contribute towards team targets.</p> <p>High degree of self-motivation and initiative in managing own workload, including lone working and taking responsibility for making decisions.</p> <p>Able to investigate and record information in a methodical manner within a defined procedure and to make complex decisions.</p> <p>A good level of proficiency in IT use, including Word, Excel and Outlook (calendar, tasks and email).</p> <p>An effective problem-solver with an organised and imaginative approach to work and the ability to manage difficult or challenging situations.</p> <p>Able to identify, interpret and apply legislation, policy, procedures and good practice to make decisions and actions.</p> <p>Able to adapt to different service users' cultural needs and identify actions needed to ensure fair access to the service.</p> <p>Able to display an understanding of and commitment to the Council's Equal Opportunities policy in overview and in practice.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Must be a self-motivated individual, who is able to motivate and challenge others, with strong reasoning and persuasion skills.</p> <p>Ability to take a flexible approach and work proactively.</p> <p>Commitment to achieving demanding deadlines, outcomes and targets, balanced with compassion with sometimes challenging customers.</p> <p>Ability to work as part of a multi-disciplinary team.</p> <p>Team player with strong face to face and non-face to face communication skills.</p> <p>Ability to work with minimal supervision when required.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview</p>