

## Job Description



<b>Job Title:</b> Housing Liaison Officer	<b>Post Number:</b>	<b>Evaluation Number:</b> JE 6040
<b>Directorate:</b> Housing	<b>Service:</b> Housing Services	
<b>Post Number:</b> <b>Evaluation Number:</b>	<b>Date last updated:</b> 21/02/2024	

<b>Accountable to:</b>	Resident Services Manager – HLO Team
<b>Grade:</b> PO1	

### **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 Purpose**

To carry out a range of duties as directed within Housing Services, to the Boroughs housing residents, irrespective of tenure. With a strong focus on compliance, enhanced communication, and fire safety, officers will provide excellent services to customers and instil confidence in residents of the borough.

To be responsible for enforcing the terms of tenancy or lease, and co-ordinate enforcement through to court action for breaches of lease and tenancy conditions and other grounds as appropriate.

To deliver the service using a digital by default approach, ensuring those who may be disadvantaged are identified and supported.

## **Job Context**

1. The post holder reports to Head of Housing Services.
2. The post holder has no line management responsibility.
3. The post holder has no direct budgetary responsibilities.

## **Key Tasks & 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.

To undertake all responsibilities listed below:

1. To monitor and respond to enquiries from residents, in person, through correspondence and by telephone.
2. To ensure personal objectives and targets are met.
3. To interview residents by phone, in the office or via home visits as required.
4. Provide expert advice and information to residents in respect of fire safety and housing compliance.
5. To coordinate and facilitate resident meetings/forums, surgeries, and multi-agency site visits, taking minutes of meetings where necessary, ensuring they are accurate and comprehensive, and disseminated in a timely manner.
6. To carry out regular inspections of the properties that you are responsible for, ensuring that fire safety issues/hazards are identified and dealt with in a timely manner, making and monitoring referrals to relevant service areas where necessary.
7. To follow enforcement procedures in response to ASB issues.
8. To actively promote to residents the range of payment methods available and signpost customers to the relevant financial or other support available.
9. To assist vulnerable residents to sustain their tenancies and address tenancy breaches, including liaison with support networks, reporting and signposting adults that have been identified as having support or other needs to the appropriate services.
10. To investigate and to manage all breaches of lease and tenancy until resolution, in partnership with other Council services and external agencies.

11. To ensure all sub-let properties are Licensed and fees are collected for the licence/subtenants for Leaseholders that are subletting their property.
12. To attend Court or Tribunals to represent London Borough of Newham as necessary.
13. To carry out evictions where possession or forfeiture has been obtained, including arranging for properties to be secured, removal of goods and storage and offering advice on homelessness to those evicted.
14. To manage and respond to enquiries and complaints from residents and elected members concerning the provision of services.
15. To ensure that all files and records are updated using the appropriate corporate systems and to use information technology as necessary, for monitoring, record keeping and statistical analysis purposes.
16. To work closely and flexibly with all staff across resident services and other departments to provide an excellent level of customer service and deliver improvements for residents.
17. To use initiative to contribute towards the collective output of the team, in order to meet all statutory or other deadlines.
18. To liaise with and maintain effective working relationships with internal and external agencies and other service providers.
19. To attend meetings and undertake interviews and home visits outside normal hours, as may be necessary.
20. To provide support, as deemed appropriate by the Duty Housing Management Officer, when an emergency/out of hours situation arises.
21. To carry out any other duties that maybe required within the purpose and grade of the job.

## Person Specification

<b>Job Title:</b> Housing Liaison Officer	<b>Service Area:</b> Housing	
<b>Directorate:</b> Inclusive Economy & Housing	<b>Post Number:</b>	<b>Evaluation Number:</b>
<b>Grade:</b> P01	<b>Date last updated: 21/02/2024</b>	

### 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.

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### PROTECTING OUR STAFF AND SERVICES

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CRITERIA	METHOD OF ASSESSMENT
<p><b>KNOWLEDGE &amp; QUALIFICATIONS:</b></p> <p>A demonstrable understanding of multi tenure housing management.</p> <p>Specialist knowledge in at least one of the following areas:</p> <ul style="list-style-type: none"> <li>• Fire Safety</li> <li>• Tenancy Audit</li> <li>• Resident Engagement</li> <li>• Housing Compliance</li> <li>• Block Management</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/ Interview</p>

<p>Basic knowledge of the following areas:</p> <ul style="list-style-type: none"> <li>• Income Collection and Debt Recovery</li> <li>• Tenant and leasehold management and compliance</li> <li>• Major Works consultation processes</li> <li>• Right to Buy</li> <li>• Tenancy sustainment</li> </ul> <p>A clear understanding of Customer Services.</p> <p>Knowledge of methods to achieve high levels of resident satisfaction.</p> <p>Knowledge of key housing legislation, best practice, and current issues relating to resident engagement through the management of Council tenancies and leases.</p> <p>Awareness of health and safety issues.</p> <p>An awareness of how to operate in a commercial environment</p> <p>An understanding of issues relating to equality and diversity.</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><b>EXPERIENCE:</b></p> <p>Significant experience of working in a team within a residents services environment.</p> <p>Significant experience of at least one of:</p> <ul style="list-style-type: none"> <li>• Resident Engagement</li> <li>• Leasehold/Tenancy management and compliance</li> <li>• Fire Safety</li> </ul>	<p>Application Form/ Interview</p> <p>Application Form/ Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>Ability to communicate clearly, courteously and patiently with members of the public and with colleagues</p> <p>Ability to prioritise workload and use own initiative.</p> <p>Able to use a range of IT systems.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

<p>Able to make a positive contribution to deliver value for money.</p> <p>The ability to work and liaise effectively with other services and work as part of a team to deliver a coordinated engagement programme.</p> <p>Ability to assess and evaluate</p> <p>Ability to reason and appropriately challenge where necessary</p> <p>The ability to demonstrate excellent writing skills with the ability to write for a range of audiences.</p> <p>Ability to work flexibly to meet deadlines and successfully deliver conflicting priorities.</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</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Ability to deal promptly with problems and find appropriate solutions.</p> <p>Ability to participate as a team member effectively and co-operatively.</p> <p>Ability to meet tight deadlines and to meet personal targets in an environment of constant change.</p> <p>Regularly reviews, and takes responsibility, for the quality of their service and acts upon feedback to improve both quality and delivery</p> <p>Is proactive in generating ideas and solutions across the service</p> <p>Delivers what they promise and continuously strives to improve performance</p> <p>Aware of their own responsibilities and accountabilities and takes responsibility for their own actions</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><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>The post holder will be required to work regular evenings and weekends and occasional public holidays, and will be required to be available in most emergency situations, which could arise at any time.</p>	<p>Satisfactory clearance at conditional offer stage</p>
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