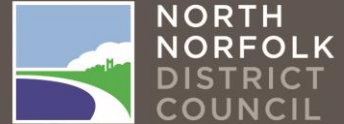


JOB DESCRIPTION



Private Rented Sector Officer (2327)

Service Area

Customer Services – Housing Options

Manager/Team Leader

Customer Services – Housing Options Team Leader

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

To support in the development of and coordinate a resource to increase the capacity of the private rented sector to meet the needs of those that are identified as being homeless or at the risk of homelessness. Enable customers to access and sustain private rental accommodation, facilitating the advertising and letting of properties and developing relationships with private landlords to develop the service.

Work as part of a wider multi-agency team that provides holistic advice and targeted homelessness prevention activity, offering support to customers to ensure they are ready to access accommodation and support landlords and tenants to ensure that tenancy related difficulties are addressed early and accommodation is sustained.

Provide tenancy support to customers that are in temporary accommodation, Private Rented Sector Housing as part of the councils leasing scheme.

Key Result Areas

1. To assist the Customer Services Housing Options Team Leader to develop a comprehensive Housing Options Service.
2. To support in the development of a Private Rented Sector Scheme (PRSS) of properties across the district of North Norfolk.
3. To support in the development, monitor and improve access to private rented sector accommodation across the district of North Norfolk.
4. Provide tenancy support to customers in PRSS, Temporary Accommodation or private rented properties secured through the post.

5. Work with private rented sector landlords to establish a stock of properties to be used to house customers that have been identified as being rough sleeping/homeless or at the risk of homelessness
6. To ensure that all properties secured through the schemes meets the requirements under the HHSRS.
7. To establish working process and protocols with landlords, Legal Team and Environmental Health Teams.
8. Coordinate the letting of properties, this will include void inspections of properties secured under the PRSS identifying repairs carry out pre-tenancy process with tenants and landlords.
9. Work closely with the Housing Option Officers to facilitate the matching of tenants to properties secured.
10. Coordinate and deliver ongoing support to tenant placed in tenancies under the PRSS and temporary accommodation to ensure that they develop independent living skills to sustain tenancies in the longer term.
11. Develop and maintain good working relationships with private landlords in the district through regular liaison and operation of relevant schemes including rent/deposit guarantee scheme, private leased scheme and direct lettings scheme with a view to increasing access to this sector for vulnerable households
12. Provide support to landlords/Housing Options team and tenants in relation to housing related issues.
13. To work with the Enforcement team within Environmental health to identify suitable empty homes that could be brought back into use using the PRSS.
14. To work with the Protection Team within Environmental health to ensure that identified private rented properties meet the requirements under the HHSRS
15. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.
16. Any other work required and as directed within the confines of the existing grading and post.

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Private Rented Sector Officer (Post 2327)		Essential	Desirable	How Identified
Experience/ Knowledge	Experience of working with persons that are rough sleeping/homeless or risk of homelessness		✓	Application Form and interview
	Experience of providing advice/support and advocacy to vulnerable customers	✓		Application Form and Interview
	Knowledge of options appropriate legislation, including welfare benefits and housing law	✓		Application Form and Interview
	Experience of working in partnership with other statutory and voluntary organisations		✓	Application Form and Interview
	Experience of working within a Housing environment or an estate agent and have an understanding of private landlords	✓		Application Form and Interview
	Experience of protocol and policy development		✓	Application Form and interview
	A good working knowledge of the districts housing market including the private rented market	✓		Application Form and Interview
	Experience of working with clients that may display challenging behaviour and or have multiple complex needs.	✓		Application Form and Interview
Qualifications	Good level of education including 2 A Levels	✓		Application Form
	Full Driving licence	✓		Application Form
	Have undertaken recent training in housing law updates	✓		Application Form

*In order to assess this from the application form we require you to provide an example

Skills	Good interpersonal and communication – oral and written (reports/letters/notices/records)	✓		Application Form /Interview
	Negotiation, understanding complex information	✓		Interview
	Good keyboard and a basic level understanding of Information Technology office based software	✓		Application Form /Interview
Aptitude and Disposition	Able to manage and organise their workload including a range of competing priorities	✓		Interview
	'Has a can do attitude'	✓		Interview
	Assertive	✓		Interview
	Enthusiastic and self-motivated	✓		Interview
Personal Circumstances	Daily access to personal transport	✓		Application Form /Interview

*In order to assess this from the application form we require you to provide an example