# GLPC Job Description

## Non-Manager

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Private Sector Initiatives Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Community Wellbeing</td>
</tr>
<tr>
<td>Section</td>
<td>Housing Needs Service</td>
</tr>
<tr>
<td>Grade</td>
<td>SO2</td>
</tr>
<tr>
<td>Reports to</td>
<td>Team Leader – Private Sector Initiatives</td>
</tr>
<tr>
<td>Staffing Responsibility</td>
<td>None</td>
</tr>
<tr>
<td>Organisation</td>
<td>Please attach organisation structure</td>
</tr>
</tbody>
</table>

## JOB PURPOSE

1. Maximize the supply of suitable, private rented accommodation for households in housing need and providing effective contract monitoring support.
2. Contribute to the delivery of ad hoc accommodation-related projects, including tenancy audits, delivery of property surveys, new contract development and new property procurement.
3. Contribute to meeting the Council’s Private Housing Service strategy through improving property standards, increasing supply and supporting landlords, agents and tenants.
4. Provide tenancy support for households placed in the private rented sector (PRS) accommodation to ensure sustainability of such tenancies.

## PRINCIPAL ACCOUNTABILITIES AND RESPONSIBILITIES:

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the Council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the Council’s overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations.
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. Develop and maintain effective relationships with private sector landlords, local managing and lettings agents and owners of empty properties in and out of the borough in order to secure use of privately rented properties for households in housing need in the Borough.
8. Carry out inspections of properties and write property inspection reports in order to assess their suitability for households in housing need, investigate persistent discharge complaints and/or to take property inventories for those properties accessing the Council’s rent deposit guarantee scheme (RDG).
9. Identify building defects and identify appropriate solutions and costs options. To write technical reports and make recommendations. To ensure that premises are kept safe and operational.
10. Proactively and innovatively contribute to the development and delivery of schemes, attracting new landlords, to procure PRS housing and achieve a supply of suitable, affordable PRS tenancies that meets demand in accordance with the Council’s homelessness accommodation placement policy.

11. Provide support to landlords in managing responsive repairs and urgent decant requests. To undertake visits of properties to assess any health and safety issues and to provide a report and recommendation based upon findings.

12. Monitor, co-ordinate and liaise with the landlords, contractors, service providers and managing agents where accommodation-related problems are identified to ensure that actions are taken to resolve any issues raised and to ensure disrepair complaints are investigated and resolved within agreed timescales and to monitor progress of works being carried out. Providing feedback to the relevant team.

13. Provide high quality advice and assistance to our customers and accommodation providers as appropriate.

14. Ensure that enquiries and complaints allocated by the line manager are dealt with in accordance with the Council’s complaints and enquiries procedure.

15. Support senior managers in Accommodation Services in the effective contract and performance management of providers supplying or supporting the delivery of the Council’s accommodation schemes, including analysis of contract performance data and complaints.

16. Undertake special or ad hoc accommodation-related projects, including tenancy audits, delivery of decant schemes and support work on new contract development, as required by the Service Manager (Accommodation) or Team Leader (Private Sector Initiatives). Attendance at housing and tenants forums and other events, sometimes outside of core working hours. To attend [occasional] evening meetings and work beyond core-hours when the need arises. To maintain professional competence and share expertise with colleagues in the Council.

17. Act as a contact for supplying landlords with established tenancies who are experiencing difficulties, including negotiating and mediating with tenants/landlords to resolve problems, to ensure compliance with the legal framework and sustain or extend the length of tenancies.

18. Support the active promotion of the Council’s full range of procurement options at landlord forums, trade events and one-to-one meetings and contribute to the design and content of promotional materials.

19. Encourage landlords to develop good property management and property standards, with a view to accreditation under the approved landlords’ scheme.

20. Understand, and keep abreast of, legislation and national and local policy relating to the supply and use of temporary accommodation, including housing benefit legislation.

21. Ensure that value for money is a key consideration in all decisions or recommendations made by the postholder.

22. Develop and maintain a positive relationship with customers, tenants, resident organisations, other housing providers, Council officers, contractors, elected members and other agencies to ensure high quality service standards are maintained.

23. Maintain accurate written and computer records, reports and other monitoring information in connection with the various duties undertaken and keep other records necessary to provide an adequate management information database.

24. Safeguarding is everyone’s responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

25. Carry out duties with due regard to the Council’s customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.

26. Undertake any other duties commensurate with the general level of responsibility of this post as directed by the Private Sector Initiatives Team Leader and Service Manager, Accommodation or another manager within the Housing Needs Service.

DBS Status | TBC
---|---
Version 1: December 2017
Date of Job Evaluation 25/01/2018
Page 2 of 4
| Politically Restricted | No |
## Person Specification

### Job Knowledge, Skills & Experience:

#### Knowledge and Qualifications:
- Good standard of literacy and numeracy
- Housing Health & Safety Rating System (HHSRS) qualified
- Knowledge of housing benefit rules and of the supply and demand issues related to public sector and private housing in an inner London Council and across the country.

#### Experience:
- Knowledge of current housing market and homelessness
- Knowledge of temporary accommodation provision and usage
- Experience of procuring or managing property within the private or social housing sector
- Experience of actively working with tenants, landlords, and/or other accommodation providers to resolve issues and improve customer satisfaction.
- Detailed understanding of health and safety issues within residential buildings and common building defects
- Some experience of writing a building defect report.

#### Skills and Abilities:
- Ability to build effective relationships with landlords, managing agents, other accommodation providers and tenants.
- Ability to achieve targets for the supply of suitable, affordable PRS tenancies that meets demand
- Ability to negotiate and resolve problems effectively while sustaining positive working relationships
- Ability to plan and prioritise a diverse workload and meet tight deadlines in a pressurised working environment
- IT literate, including use of work processing, database, spreadsheets and e-communication
- Ability to present and analyse performance and financial information
- Ability to communicate well, in writing and in person.
- Ability to work on own initiative but also as part as a team.
- A full driving licence and use of a car is required as the post-holder will have to travel extensively inside/outside of the borough to visit properties.
- Demonstrate commitment to and comfort with the Council’s equalities and diversity policy through all aspects of service delivery.