

**OLDHAM COUNCIL**

**JOB DESCRIPTION**

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| **Job Title:** | Tenancy Relations Officer | | |
| **Directorate:** | People and Place – Economy | **Division/Section:** | Housing Services |
| **Grade:** | 7 | **JE Reference:** | REC18-221 |

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| **Job Purpose:**  To provide an effective, professional service, offering a full range of advice, support and assistance to all customers living in the private rented sector, in order to assess and prevent homelessness. This will include working with and negotiating on behalf of customers who are at risk of homelessness as defined by statutory duties and legislation, and the wider homelessness service to provide a joined up response including providing an out of hours service, ensuring legal compliance and achievement of performance targets and standards.  To work proactively and assertively with landlords, taking appropriate legal action where required under the Protection from Eviction Action Act 1977 and other relevant legislation and case law. This will include promoting and publicising the service and develop effective working relationships, partnerships and collaborative arrangements with external bodies, internal departments, Police, voluntary and other statutory agencies in order to achieve sustainable housing solutions for customers. |

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| **Key Tasks:** | |
| 1. | To provide an effective customer focussed and efficient service to customers living in the private rented sector who present with housing problems. |
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| 2. | To undertake detailed casework with customers who are threatened with homelessness from the private rented sector. This includes validating notices served by landlords, an assessment of needs and any risks, the production of Personal Housing Plans and consideration of all suitable interventions and potential solutions to prevent homelessness. |
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| 3. | To assess customer’s needs accurately in accordance with the Care Act 2014, the Children Act 1989 and all relevant housing legislation and case law. |
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| 4. | To adopt a casework approach to enquiries from customers and provide advice, assistance and support to both private sector landlords, letting agents and tenants on Tenancy Relation and legal issues including:   * Assisting customers to find private rented accommodation * Assisting landlords to find suitable tenants * Tenancy set up * Signposting to housing advice and support services * Advice to landlords and tenants regarding evidence gathering * Mediation * Managing tenancies * Notice to leave and possession action by landlords or lenders * Harassment and illegal eviction * Enforcement action * Ending tenancies in a responsible and legal manner. |
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| 5. | To undertake actions in relation to breaches of the Protection of Eviction Act, such as   * Liaison with landlords, including issuing cautions and taking enforcement action where appropriate; * Liaison with colleagues in Environmental Health; * Giving evidence in both Civil and Criminal Courts; * Liaison with the wider homelessness team to arrange Temporary Accommodation if required. |
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| 6. | To visit customers, who are potentially homeless, and their landlords at the tenancy address in order to assess and validate their current circumstances. |
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| 7. | To ensure that the use of Discretionary Housing Payments are maximised by investigating entitlement and supporting applications made by customers. |
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| 8. | To keep complex case work files and decide if prima-facie evidence exists of criminal offences having been committed and to collect lawfully admissible evidence, including taking witness statements, under P.A.C.E. guidelines. |
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| 9. | To respond to incoming enquiries by whatever means that they are received and to provide timely responses where required. |
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| 10. | To provide the Council’s Out of Hours Emergency Housing Service and Cold Weather Provision on a rota basis with other colleagues for all customers. To provide advice or practical assistance, including placing customers where it is established that they are roofless. |
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| 11. | To ensure that comprehensive, timely and accurate records are kept for all customers. To maintain computer records, reports and other monitoring information as required in connection with the duties undertaken. |
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| 12. | To carry out reviews and assurance checks on the decisions and outcomes that are made by the Homelessness Pathway Officers and Apprentices. To ensure that decisions are recorded accurately and within agreed timeframes. |
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| 13. | To comply with all relevant legislation, Government Guidance, Codes of Guidance, policies and procedures, professional and performance standards and good housing and homelessness practice. |
| 14. | To represent the Service and the Council at meetings in relation to the role and where required to do so. |
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| **Standard Duties:** | |
| 1. | To actively promote the equalities and diversity agenda in the workplace and in service delivery. |
| 2. | To uphold and implement policies and procedures of the Council; including customer care, data protection, ICT, finance and health and safety policies. |
| 3. | To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda. |
| 4. | To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role. |
| 5. | Undertake any additional duties commensurate with the level of the post. |

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| **Contacts:**   * Members of the public * Local authority departments * Partner agencies |

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| Relationship To Other Posts In The Department: | |
| **Responsible to:** | Housing and Advice Manager |
| **Responsible for:** | N/A |
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| Values and Behaviours: | |
| Approach the job at all times using the Councils Cooperative Behaviours:   * Work with a Resident Focus * Support Local Leaders * Committed to the Borough * Take Ownership and Drive Change * Deliver High Performance   Be aware of and apply the Councils Values and Behaviours at all times. More information around this can be found on Oldham Council’s Greater.Jobs pages. | |

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| **Special Conditions:**  **N/A** |

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | 16.05.19 | Fiona Carr | Principal Homelessness Strategy Officer |
| **Reviewed** |  |  |  |
| **Reviewed** |  |  |  |

**OLDHAM COUNCIL**



**PERSON SPECIFICATION**

**Job Title:** Tenancy Relations Officer

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|  | **Selection criteria**  **(Essential)** | **Selection criteria**  **(Desirable)** | **How Assessed** |
| Education & Qualifications | Good standard of education, including minimum 5 GCSEs at A\*-C grade | Recognised qualification (at level 3) or training/ qualification in general advice, advocacy, debt and income management, legal advice or related services | AF |
| **Experience** | Experience of and be able to demonstrate the ability to motivate individuals.  Extensive experience of liaising with a variety of agencies  Experience of liaising with private landlords or letting agents and working with them to provide positive outcomes for customers in housing need  Experience of using computerised systems for case management purposes, letter writing & record keeping  Extensive experience of working with homeless including those with varying support needs providing advice, assistance and support.  Experience of communicating complex legal or contentious information regarding the duties owed to households in a format which is understandable to the audience. | Experience of producing reports, statistical and monitoring information as required. | AF, I |
| **Skills & Abilities** | Ability to communicate effectively with colleagues, managers, external agencies and the public both verbally and in writing  The ability to converse at ease with service users/customers and provide advice in accurate spoken English  Ability to provide a sensitive and responsive service to people who are threatened with homelessness, demonstrating an understanding of equal opportunities  Ability to work within a team and coach and assist other officers  Ability to negotiate and communicate persuasively in order to achieve outcomes for customers  Ability to work under pressure and independently including the planning and organisation of own workload to achieve targets and meet deadlines including responding to emergencies.  Ability to gather information, analyse and interpret complex issues e.g. legislation and Case Law quickly, to think creatively about problems, identify solutions and exercise judgement.  Ability to analyse and interpret information, produce reports and written correspondence and to maintain administrative records. |  | AF, I |
| **Knowledge** | Knowledge of relevant legislation, case law and policies and procedures e.g. Landlord and Tenant Act, homelessness legislation, Housing Act 1996, Homeless Reduction Action 2017, Protection from Eviction Act, Housing Act 2004, P.A.C.E. Retaliatory Eviction and the Deregulation Act 2015  Knowledge and understanding of the complex issues contributing to homelessness and the impact on the lives.  Knowledge & experience of the law governing homelessness and an understanding of current issues in housing  Knowledge of the benefits and support available to people being rehoused  Knowledge of different types of tenure and how this impacts on the rights of the tenant and landlord |  | AF, I, T |
| **Values and Behaviours** | The ability to demonstrate the cooperative behaviours   * Work with a Resident Focus * Support Local Leaders * Committed to the Borough * Take Ownership and Drive Change * Deliver High Performance |  | AF, I |
| Work Circumstances | Ability and willingness to attend evening meetings outside of standard operating hours.  Ability and willingness to work at the weekend (Saturday and Sunday) as required by the needs of the post.  Work on a rota providing an out of hour’s service. |  | AF, I |

*Abbreviations:* AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

P = Presentation; R = References; Po = Portfolio

**NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview**