

Job specification



Job title: Senior Private Rented Sector Officer

Service: Adult Social Care and Health - Homes

Grade: G8

Reporting to: Homes for All Manager – Strategic and Private Sector Housing

Your job

The Strategic and Private Sector Housing Team is responsible for ensuring that all housing, regardless of tenure, works for the borough and that housing makes a significant positive contribution to the health, wellbeing, resilience and independence of individuals, families and sustainable communities. This includes developing an ethical framework for landlords, developing and delivering an ethical lettings agency, engaging with the private rented sector, development and delivery of a bond scheme and supporting private tenants on harassment and illegal eviction claims.

Your role will deliver a range of initiatives to develop the private rented sector into a sector which can provide affordable, good quality and well managed accommodation for a range of needs. By developing policies and procedures and working collaboratively with Council teams and external partners using the Deal principles, you will help to deliver reform across the private rented sector. You will also manage staff to deliver great services through the BeWigan behaviours.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Support the development and ensure delivery of an ethical lettings agency involving a private sector leasing scheme and review the existing private sector leasing scheme
- Support the development of a range of support to meet the needs of existing and prospective private rented tenants including a bond scheme and harassment and illegal eviction protection
- Support the development of an ethical framework for landlords including a range of incentives for landlords to work with the Council to provide good quality, affordable accommodation
- Support the Manager and wider team on enquiries relating to historic grants and loans, including for instance defect issues and repayments
- Provide a supporting role as appropriate to the manager and wider team in relation to empty property strategy and delivery, especially as it interconnects with the core functions of this post.

On an ongoing basis you will:

- Manage all aspects of the service including the ethical lettings agency, bond scheme and support to tenants on harassment and illegal eviction claims
- Verify and approve offers to landlords under the private sector leasing scheme

- Engage with landlords and letting agents to increase the provision of good quality, affordable accommodation for a range of needs
- Give presentations to landlords and other stakeholders on a range of areas relating to the private rented sector
- Work closely with enforcement colleagues, within and outside of the team, to ensure a joined-up approach is taken to regulating the sector with effective and targeted use of enforcement where required
- Ensure Council teams and other stakeholders are aware of and understand the Council's approach to supporting the private rented sector
- Support the development of multi-disciplinary, comprehensive approaches to those local areas showing signs of stress due to the private rented sector
- Work collaboratively with other Council teams and external partners and use the Deal principles to improve the private rented offer
- Provide private rented sector housing advice and training relevant to the post, including interpretation of existing, new and proposed legislation, to colleagues, elected members and partners
- Manage performance in your area particularly ensuring the Council's income is maximised through the development and delivery of a lettings service
- Be responsible for financial resources allocated to your area and assist in the formulation and monitoring of that budget
- Manage your staff to consistently deliver great, customer-centred services through the BeWigan behaviours
- Sometimes work outside normal office hours
- Work within lone working procedures
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Have a degree or a relevant professional qualification or an equivalent level of relevant experience
- Experience of working with private landlords and supporting tenants in the private rented sector
- Experience of working in a housing related function covering a range of areas
- Good working knowledge of national and local housing policy and legislation impacting on the private rented sector
- Ability and experience of working with a range of stakeholders and developing positive working relationships which deliver tangible results
- Ability and knowledge of interpreting detailed legislation relating to a service area and develop it into workable, effective policies and procedures
- The ability to project manage small scale projects within deadlines
- Have influencing and negotiating skills to deliver change with a range of stakeholders across the public, private and voluntary sector

- Have the ability and drive to ensure the staff you manage have a real ‘can do’ attitude and a genuine desire to provide great customer service, support the team to deliver its priorities and continually develop
- A desire to deliver the best outcomes for a range of customers
- Be able to work under pressure and to tight deadlines
- A current valid driving licence or the ability to travel as required using own or public transport in the most effective manner

Our culture

For us, it’s not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough