**One Roof Leicester**

**Private Rented Sector Officer Job Description**

Post: **Private Rented Sector Officer**

Contract: Temporary – to 31st March 2024 (possibility of extension to 31st March 2025)

Hours: Full-time (35 hours per week)

Salary: £22,316 pa

Responsible to: Support and Housing Manager

**Job Purpose**

* Working in partnership with Leicester City Council (LCC) to develop joint working relationships with private sector landlords.
* To source suitable, affordable accommodation for single people and ensure they move on from emergency or temporary accommodation
* Promote LCC’s Private Sector Access and Incentive Schemes with both landlords and residents to fulfil private rented housing need in the City

**Main Responsibilities:**

* To assist residents to access accommodation in the private rented sector and establish and maintain links with private landlords
* To recruit new private landlords under the Private Rented Scheme. Negotiating rent levels with Landlords in conjunction with the relevant LCC department
* Initiate, develop and maintain working relationships with landlords
* To maintain a detailed understanding of the private sector housing market and the differing needs across the City
* To engage and develop positive relationships with private sector landlords through providing specialist advice and assistance
* To ensure properties used to accommodate homeless clients are Housing Health and Safety Rating System (HHSRS) compliant
* To maintain up to date and accurate records, and provide performance management data and administration support
* To offer support and signposting to landlords and tenants to resolve any tenancy disputes

**Administrative**

* To follow ORL admissions and referral procedures
* To maintain accurate and concise records
* To ensure that the project works effectively by maintaining regular and effective communication with all agencies and stakeholders
* To attend team meetings and participate in the work of the team
* To assist in the preparation of reports, statistics and other information as and when required
* Any other administrative tasks required to meet the needs of the project

**Health and Safety**

* To ensure procedures are being followed to safeguard the health and safety of residents
* To maintain an awareness and observation of Fire and Health & Safety Regulations

**Financial responsibilities**

* To ensure that financial transactions are undertaken in accordance with ORL policies and guidelines
* To keep accurate records of all financial transactions

**Legislation**

* To keep up to date and adhere with legislation affecting the post

**Management and Support**

* To continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the aims and objectives of the project
* Engage with line management, supervision, appraisal, training and development as per ORL policies and procedures

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.

If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Level 3 qualification
* GCSE English and Maths
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| **Experience** | * At least 12 months experience of working in one or more of the following areas: homelessness, private rented sector liaison or lettings, housing advice, income/welfare/debt advice & advocacy
* Experience of processing and handling sensitive and confidential information and working with secure systems
* Dealing with general housing management issues
* Experience of implementing safeguarding policies and procedures.
 | * Experience of liaison and negotiation with Private sector Landlords, agents and statutory agencies
* Experience of working with people who have experienced homelessness
* Experience of working with refugees, asylum seekers and migrants.
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| **Knowledge** | * Knowledge of Health and Safety and anti-

discriminatory working practices, and the implications of both in the working environment | * In depth knowledge of key housing issues within the private rented sector
* Landlord & Tenant Housing Law
* Knowledge of homelessness, housing legislation and welfare benefits
* An understanding of the motivation and support needs of clients
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| **Aptitudes and abilities** | * Excellent written and verbal communication skills.
* Negotiation, mediation, persuasion and influence
* Computer literate in MS Windows, e-mail & internet
* Plans work effectively to maximise effectiveness.
* Promotes equality, diversity and inclusion
* Motivated, adaptable, perseverant and accurate.
* Ability to work well in a team and to build and maintain a network of external contacts who can help achieve our goals.
* Acts in a professional manner, maintaining ORL’s reputation
* Understands and works to agreed quality and service standards
 | * Confident public speaker
* Flexible approach to working hours and ability to occasionally work evenings and weekends
* A current driving license
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