



## Role Profile

This section provides key information relating to the role

<b>Job Title:</b>	Private Sector Liaison Officer		
<b>Post No:</b>	P01693	<b>Grade:</b>	F
<b>Team:</b>	Housing Needs Team	<b>Location:</b>	Campus East
<b>Responsible to:</b>	Temporary Accommodation Manager		
<b>Responsible for:</b>	N/A		

### Overall job purpose:

To create and develop positive relationships with landlords and letting agents, establish a network of landlords and agents and build and maintain positive working agreements.

To use these relationships and arrangements to negotiate with landlords and letting agents and source suitable properties in the private rented sector (PRS).

Match customers to these available properties, ensuring the properties are reasonable in terms of affordability, conditions and standard.

To develop, administer and be responsible for the day-to-day operation of the Council's Rent Deposit Guarantee Scheme (RDGS). To explore effectiveness of incentives and other offers required to engage interest of landlords and agents and implement agreed processes.

### Key areas of focus:

1.	To administer Council funds used in the RDGS to secure and maintain tenancies in the PRS.
2.	To actively market and promote the RDGS, working alongside the Partnership Accreditation for Landlords (PAL) Scheme to communicate with landlords and agents and understand their requirements for households to access PRS accommodation.
3.	To maintain records of all households who have approached the Council that requiring alternative accommodation and liaise with those households, identifying their needs and matching them to available properties.
4.	To work alongside the Housing Options team in helping to prevent and relieve homelessness, in order to reduce the requirement for emergency homeless accommodation.
5.	To be responsible for maintaining accuracy of personal information held in all records, and to ensure that personal information is kept secure and shared responsibly in line with all relevant data protection principles and legislation.
6.	To maintain accurate data on the RDGS, and to devise and run regular reports from data held. To analyse results to identify performance, trends and other key areas.

7.	To be a point of contact for landlords and letting agents, dealing with any issues that may arise with tenants and tenancies which might otherwise lead to the threat of homelessness, and provide an informal landlord and tenant ADR (alternative dispute resolution) service, dealing with both parties to address any disputes as early as possible.
8.	To develop and maintain good working relationships with other public bodies, including Housing Benefit and Private Sector Housing teams within the Council and DWP.
9.	To maintain knowledge of tenancy law, attending training and other relevant events to stay informed about changes and developments in this area, including any superior court decisions which may affect the way that landlords, letting agents and tenants interact.
10.	To provide assistance and relevant literature to tenants at the commencement of tenancies, ensuring awareness of obligations, where to seek help etc. and where deemed appropriate, to arrange tenant training for selected households.
11.	To make referrals to Safeguarding teams within the Council and to Hertfordshire County Council where safeguarding concerns are identified.
12.	To maintain records of all payments made by the Council to landlords and agents, and maintaining records of repayments made by households assisted by the RDGS, working alongside the Finance team in keeping these records up to date, and taking appropriate action against outstanding debts and non-payers.
13.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15.	Any other duties that are commensurate with the level and grade of this post.

## Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
<b>Qualifications and experience</b>			
Good general standard of education including Math's and English	x		AP/AS
Experience of working in the Private Rented Housing sector or similar housing sales background		x	AP/IN
Experience of working with the public	x		AP/IN
<b>Knowledge</b>			
Practical knowledge of tenancy law		x	IN
Practical knowledge of national and local housing issues		x	IN
Ability to analyse and interpret data, and produce reports using that data	x		AS/IN
<b>Skills and abilities</b>			
Proven interpersonal skills and ability to work with other colleagues	x		IN
Experience in being solution focussed, persuasive and skilled in overcoming barriers		x	IN
Ability to effectively work in partnership with other organisations and develop strong working relationships	x		AP/IN
Ability to negotiate with others in order to achieve a clearly defined goal	x		AP/IN
The ability to converse at ease with members of the public and provide advice in accurate spoken English.	x		IN

Good standard of literacy and the ability to use a range of MS packages including Word, Excel, and Outlook	x		AS
<b>Other attributes</b>			
Ability to deliver within a pressurised environment with conflicting priorities and deadlines	x		AS/IN
Ability to meet targets and performance indicators	x		IN
Ability to empathise with clients and consider their personal situation when finding solutions	x		AP/IN
To demonstrate knowledge and understanding of equality and diversity and be able to apply it to your role.	x		IN

**Assessment Criteria:**  
**(A) Application, (T) Assessment, (IN) Interview**

## Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

<b>Collaborative</b>	<b>Open</b>	<b>Responsible</b>	<b>Excellent</b>
We <b>work</b> together to get things done	We <b>behave</b> with integrity & fairness	We <b>take</b> responsibility for our actions and decisions	We <b>perform</b> at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.