

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Tenancy Management and Resettlement Officer	Grade: S02
<b>Reports to (Designation):</b>	Tenancy Management and Resettlement Team Leader	Grade: PO3
<b>Directorate:</b>	Housing Regeneration and Public Realm	Section: Housing Needs Service

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#### **Main Purpose of the job:**

Provide excellent tenancy sustainment support ensuring tenancies in the private rented sector are sustained to provide safe and secure housing for our customers whilst meeting local and corporate objectives.

To provide a high quality advice, lettings and tenancy sustainment service that maximises the number of homeless households who are able to move successfully into good quality, affordable private rented accommodation for clients from various services such as HOC, CYP and NRTPF.

To promote the use of the private rented sector as a viable alternative to social rented housing, in order to encourage independence, prevent homelessness, provide settled housing solutions and reduce the Council's use of temporary accommodation.

To effectively report, as required, on performance, against local and corporate targets.

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#### **Summary of Responsibilities and Personal Duties:**

1. Work effectively within the private sector to increase the supply of good quality accommodation for households in housing need to meet individual and team targets.
2. To carry out inspections of properties in order to assess their suitability for households in housing need.
3. Assess prospective customer's suitability for private rented accommodation by reviewing their housing history, making enquiries into their financial situation, and establishing whether or not they are able to meet the rent and comply with the tenancy conditions.
4. Undertake accompanied viewings with prospective customers and provide them with expert advice and guidance on all aspects of letting (including housing benefit and the conditions of tenancy) in order to help them make informed decisions.
5. Ensure all private rented sector accommodation procured is of the size, type and location required by prospective customer, complies with all health and safety & planning regulations and is in compliance with the Council's location priority policy.
6. To act as the first point of contact for landlords and tenants who are experiencing difficulties in sustaining tenancies, including acting as a negotiator and or mediator between disputing parties to resolve contractual issues to ensure compliance with the legal framework to sustain tenancies.

7. Provide a comprehensive tenancy sign up and sustainment service to ensure assured short hold tenancies (prevention, discharge) and non-secure tenancies (temporary accommodation) are successfully signed up and sustained.
8. Ensure customers are settled into their private rented sector accommodation and fully made aware local services such as doctor's surgeries, schools, police station, CAB office, dentist surgeries etc.
9. To understand, and keep up to date with local and national policies affected by legislation with regard to welfare reforms and housing.
10. Ensure all properties are maintained to a high standard investigate persistent disrepair complaints and/or to take property inventories for those properties accessing the Council's incentive and or bond scheme.
11. Be responsible for ensuring all landlords and tenants comply with their respective contractual agreements.
12. Work effectively and efficiently with colleagues within the service, across other departments and external agencies to deliver and excellent customer focused service meeting individual, team, service and corporate targets & KPIs.
13. Negotiate, agree and administer cash incentives, bond payments with landlords and other accommodation providers, liaising with the Payments Team to make accurate and appropriate payments in accordance with Council procedures.
14. Provide expert advice to landlords on all aspects of letting including but not limited to housing benefit, overall benefit caps, welfare reforms, property standards, various letting schemes that Lewisham Council operates and general tenancy management, encouraging good practice.
15. Liaise with colleagues within the team and the wider Housing Needs service to provide a stream lined and seamless service to customers in temporary accommodation who wish to move into the private rented sector, ensuring efficient processes are put in place to discharge the authority's housing duty by facilitating the offer of private rented sector accommodation.
16. Maintain accurate written and electronic records/information with regard to properties, landlords including general contact information and any other relevant information associated with delivering a seamless procurement and letting service, keeping this information up to date at all times, and providing detailed reports as requested by management.
17. Ensure that all payments, including deposits and cash incentives are properly recorded, monitored and, where appropriate, recovered from the landlord, accommodation supplier or tenant in accordance with the contractual agreements and the Council's financial regulations.
18. Develop and maintain close working relationships with other Council services and a wide range of other stakeholders in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems and ensure that, even where an input is required from a number of teams, service delivery is properly coordinated and the service user is kept fully informed of developments.

19. Deliver a stream lined high quality customer focused service ensuring telephone calls, emails, letters and complaints are fully responded to promptly and to the highest possible standard in compliance with corporate guidelines or as instructed by the service manager.
20. Carry out the duties of the post with due regard to the Council's Equal Opportunities and Data Protection policies and core values.
21. All employees are required to comply with the Council's Health and Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
22. Undertake any other appropriate duties as required by the service or instructed by the Service Manager.

Consideration will be given to restructuring the duties of this post for a disabled postholder

Internal Contacts: These include officers from across the Housing Services Division eg Negotiators, Payments Team, officers from across the Council eg Housing Benefits, Strategic Development, Childrens Young People Directorate, Children Social Care, Corporate Procurement Team

External Contacts: This will include Lewisham Homes and other Registered Providers, Landlords, Landlord Agents, Capital Letters, Charitable organisations, Advocates for clients

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET  
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Title:	Grade	No of posts
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Number of partially managed staff: None

Title:	Grade	No of posts
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## PERSON SPECIFICATION

**JOB TITLE:** Tenancy Management and Resettlement Officer

**POST NO:**

**DEPARTMENT:** Housing Needs and Refugee Services

**GRADE:** S02

### Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Equality & Diversity**

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community  
Understanding of how equality and diversity relates to this post

**S**  
**S**

### **Knowledge**

Excellent current knowledge of private rented sector housing market and contracts, particularly the issues affecting private rented sector customers and landlords. **S**

Knowledge of how to deliver a first class customers focused service.

A good knowledge and understanding of the government's welfare reform and its implications on the private rented sector. **S**

**S**

A good understanding and awareness of housing issues and homelessness issues.

Knowledge of private sector housing law, health and safety rating system and other health and safety regulations (gas , electrics and energy efficiency) and legislation relating to the letting of private sector tenancies. **S**

Knowledge of the services provided by the Council for households who are in housing need.

General knowledge of good property standards and common building problems. **S**

An awareness of the financial implications of decisions and an understanding of the importance of prioritising value for money. **S**

## **Aptitude**

Excellent oral and written communication skills, with an ability to explain complex information clearly to a range of audiences.

Excellent negotiating, influencing and liaison skills to successfully promote the Council to private sector landlords and agents and market housing options to customers, staff and stakeholders.

Ability to develop and maintain effective partnerships with a wide range of people and organisations.

Competitive, being performance driven and able to meet targets.

Ability to be proactive and response and go the “extra mile”.

Ability to identify business risks at an early stage within the procurement process, alerting appropriate managers and developing possible solutions.

## **Skills**

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Ability to work as part of a team and take initiative with own cases.

Ability to promote and develop effective joint working practices across services.

Ability to work with private sector partners and respond to the needs of that market as well as understanding how that fits with the requirement to meet housing need.

Commitment to the promotion of a homeless prevention approach.

Flexible, problem-solving approach to service delivery with a positive attitude to change and ability to identify opportunities and develop innovative housing solutions.

Ability to maintain databases and work effectively with IT systems.

Ability to meet performance targets and deliver positive outcomes.

## **Experience**

Experience of effectively working with landlords, letting agents and other accommodation suppliers. **S**

Experience of working with people who are homeless, at risk of homelessness, in housing need and/or living in unsatisfactory housing.

Experience of providing an excellent level of customer care and customer service in a comparable customer service environment. **S**

Experience of working effectively with private sector landlords and/or within a homelessness context. **S**

Experience of prioritising competing demands in a pressurised environment, recognize service priorities and manage a caseload within agreed targets. **S**

Experience of successfully developing initiatives and schemes to provide housing opportunities for people in housing need.

Experience of managing own caseload. **S**

Experience of achieving performance targets and meeting departmental objectives.

### General Education

A good standard of education, including excellent levels of numeracy and literacy. **S**

### Personal Qualities

Personable and presentable

Organised and target driven **S**

Able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts. **S**

Commitment to high levels of attendance and punctuality.

Flexible and proactive, with a commercially-minded approach to developing services and sustaining relationships with landlords.

Willingness to undertake home visits which are effective and take into account health and safety requirements.

### Circumstances

Able to undertake visits, inspections and meetings both inside and outside of the borough.

**DBS Disclosure Required?**    **No** ☐    **Basic** ☒    **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

### Physical

Generally candidates must meet the standard Lewisham requirements for the post