

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Private Rented Sector Access Officer



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Housing & Communities, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To develop and deliver a private sector leasing scheme, build confidence and a good reputation with local landlords so they are willing to work with the Council and identify opportunities and negotiate the terms of leases for properties that the Council can use as temporary accommodation.

Build relationships with landlords to create opportunities for customers to access private rented properties to prevent them from becoming homeless; to move households out of temporary accommodation and discharge the council's homelessness duties into the private rented sector; and provide sustainable move-on options out of supported accommodation pathways.

Support the Temporary Accommodation & Private Rented Sector Access Manager to develop initiatives relating to the private rented sector to prevent homelessness such as Landlord Incentive Scheme and Homelessness Prevention Fund; develop and deliver the Temporary Accommodation Dynamic Purchasing System (DPS); and work with colleagues in the Housing Strategy & Partnerships Team on projects to procure different forms of council-owned/controlled temporary accommodation.

Accountable to:

This role is accountable to the Temporary Accommodation & Private Rented Access Manager. The role sits within Housing and Communities Service, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Establish, develop and maintain close working relationships with private landlords, property owners, developers and investors to encourage and persuade them to lease their properties to the Council, for the Council to meet its Homeless Reduction Act duties, and for the Council to manage their accommodation for them and find them suitable tenants. Negotiate with private landlords to secure cost-effective leasing options for the Council.
2. Assess and monitor the condition of the local housing market in order to ensure that the Council's appraisal of the rental value of homes is informed, evidence based, up to date and accurate and that, in the case of the accommodation that is being leased, it provides value for money and reflects not just current market conditions but also, where practicable, future market conditions.
3. To maintain current knowledge and understanding of the legal obligations on property managers, including but not exclusively statutory inspection requirements, Decent Homes Standards, Housing Health and Safety Rating Scheme (HHSRS), to ensure that suitable recommendations on property suitability can be made.
4. Actively promote the private rented sector, including the Council's private sector leasing and other initiatives, as a positive alternative to social rented housing and a way of improving people's housing conditions, preventing homelessness, reducing the Council's use of expensive nightly-let temporary accommodation and to create sustainable move-on options from supported housing pathways.
5. Ensure that a comprehensive, up-to-date inventory and schedule of condition (including photographs) is maintained in relation to every property that is leased or owned by the Council and is being used as temporary accommodation. Ensure that where the obligation rests with the Council that all statutory inspections (gas, electricity, energy performance as examples) are completed and maintained. To implement any repairs and maintenance obligations, either through direct appointment of contractors or negotiation with owners, to ensure that the property is maintained at legally compliant standards. Ensure that lease payments are made in a timely manner with property owners. Monitor the costs of the property against the income received and

make recommendations regarding the continued use of properties and the renewal / extension of leases.

6. Create opportunities for customers to access private rented properties to prevent them from becoming homeless; to move households out of temporary accommodation and discharge the council's homelessness duties into the private rented sector; and provide sustainable move-on options out of supported accommodation pathways.
7. Work proactively and collaboratively with the Housing Solutions Team, and other Council services and partners to create opportunities for customers to access and sustain private rented properties.
8. To be available during office hours, and out of hours in line with the needs and demands of the service.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications. assist performance monitoring, the analysis of trends and the completion of internal and external returns, including the government's quarterly HCLIC return.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent communication skills, including verbal and written, and the ability to influence a variety of audiences, including customers, landlords and partners.	Essential	A/I/T
Well-developed negotiation and problem-solving skills.	Essential	A/I/T
Good standard of literacy and numeracy, and ability to interpret datasets.	Essential	A/I
Drive and commitment to meet targets and achieve positive outcomes.	Essential	A/I
Ability to work well under pressure, prioritise work and meet tight deadlines.	Essential	A/I
Ability to work in a methodical manner, manage time, maintain accurate records and respond promptly to enquires.	Essential	A/I
Ability to work on own initiative and make clear, consistent decisions.	Essential	A/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/I
Able to work outside of office hours on a rota basis.	Essential	A/I

Knowledge:	Essential / Desirable	Measured by
Understanding of current housing law, such as the Housing Act 1996, Parts VI and VII, Homelessness Act 2002, Localism Act 2012, Homelessness Reduction Act 2017 and relevant code of guidance and caselaw.	Essential	A/I
Understanding of the relevant statutory obligations of the Council in letting and managing property, including HHSRS and Decent Homes Standard.	Essential	A/I
Knowledge of local, regional and national policies relating to the private rented sector.	Essential	A/I
An understanding of equality and diversity, data protection	Essential	A/I

Relevant experience:	Essential / Desirable	Measured by
Experience of managing temporary accommodation, supported housing and/or rented housing	Desirable	A/I
Experience of dealing with a wide range of people.	Essential	A/I
Experience of working within a service with high levels of demand, significant time pressure and conflicting priorities.	Essential	A/I
Experience of effective joint working, successful multi agency working and operating in a demanding working environment	Essential	A/I/P
Experience of developing new ways of working, collating and evaluating monitoring information, and initiating and managing new projects	Essential	A/I/P

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE Grade C / 4 in English and Mathematics or has equivalent experience in a related role.	Essential	A/I/D
Hold a CIH Level 3 Certificate.	Desirable	A/I/D
Training and experience in the application of the Decent Homes Standard and/or the Housing Health and Safety Rating System	Desirable	A/I
Evidence of continued professional development.	Essential	A/I/D
Hold a full driving licence and have access to own transport for work purposes.	Essential	A/I/D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours	Primary work base:	One Angel Square
Job family band:	Regulatory & Technical, Pay Grade 5	Worker type:	Part-flexible
Salary range:	£30,560-£32,212	Budget responsibility:	Nil
People management responsibility:	Nil		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

