

Job Description and Person Specification

Job details

Job title: Senior Landlord Liaison Officer

Grade: Band 6

Reports to: Housing Advice and Options Manager

Responsible for: 2 x AfEO Officers and 2 x Landlord Liaison Officers

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

Working within the Housing Advice and Solutions Service, through an effective landlord engagement strategy, identify and implement innovative solutions to improve access to the private rented sector. This will involve building strong links with private landlords and letting agents and supporting both landlords and tenants to create successful tenancies, with the overarching aim of preventing and relieving homelessness and reducing the cost and use of temporary accommodation.

Work closely team members across the wider service to provide expert guidance on private rented sector access, ensuring compliance with relevant legislation and best practice, and achieving positive housing outcomes.

To lead on the development and delivery of the Accommodation for Ex-Offenders Project, identifying accommodation solutions and ensuring the provision of high-quality person-centred tenancy support for residents.

To supervise and manage the work of the AfEO and Landlord Liaison Officers by ensuring collaborative work with internal teams, landlords, letting agents, and external partners to increase the supply of private rented properties available to those in housing need, ensuring sustainable tenancy solutions preventing homelessness and rough sleeping.

To provide informed advice to senior management and key stakeholders on private rented sector trends and challenges, helping to shape policy and service delivery.

The role will be based across the locality of North Northamptonshire.

Principal Responsibilities

1. Responsible for the operational day to day management of the Accommodation for Ex-Offenders Project (AfEO) and private rented sector access scheme ensuring effective engagement with private landlords and letting agents to increase access to private rented accommodation for homeless households and those at risk of homelessness.
2. Responsible for the line management, supervision and performance of a team of AfEO and Landlord Liaison Officers, providing them with advice, guidance, support and training to enable them to deliver consistent, customer-focused, and compliant services.
3. Lead on the delivery of AfEO ensuring the effective engagement of private landlords, letting agents and key stakeholders to increase access to private rented accommodation for ex-offenders at risk of homelessness, and build and maintain strong working relationships with criminal justice partners to create a joined-up approach to securing and sustaining housing solutions and addressing any safeguarding concerns.
4. Ensure that AfEO Officers complete detailed risk assessments and support plans for all residents, encourage residents to access help and advice (support and treatment) in relation to their personal support needs, promote placement sustainment, achieve timely move on, and record all conversations, support and interventions on the Council's case management systems/relevant records.
5. Develop and maintain strong working relationships with private landlords, letting agents, and other stakeholders to secure affordable, sustainable private rented properties, addressing barriers to landlord participation. Provide expert advice, guidance, and support to landlords and tenants, ensuring compliance with relevant legislation, tenancy agreements, and best practice in tenancy sustainment and management.
6. Working with colleagues across the wider service, develop and monitor referral mechanisms, ensuring households are matched to appropriate properties, landlords receive necessary support, and tenancy sustainment measures are in place to prevent repeat homelessness.
7. Create and implement training and guidance on private sector housing options, landlord engagement, and tenancy sustainment strategies.
8. Assist in monitoring individual and team performance against key performance indicators (KPIs) and service targets. Contribute to the preparation of performance reports and ensure accurate case recording and data entry in all cases.
9. Assist with budget management by keeping detailed records of, and monitoring, all expenditure relating to the service including any incentives, deposits, or funding allocations for private sector accommodation.
10. Identify opportunities for service improvement and best practise and contribute positively to the development of new working practises and initiatives and implementation of changes to enhance the efficiency and effectiveness of the service, and to the development of processes, procedures, policies and strategies.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a minimum of 5 GCSE's grade A-C (or other Level 2 NVQ qualification) and a relevant housing qualification (CIH Level 4 Diploma or equivalent) or show an equivalent capability.	Evidence of continuous professional development
Experience and Knowledge	<p>Demonstratable experience at a senior officer level (or similar) within a local authority, housing association or voluntary organisation</p> <p>Knowledge of private rented sector access issues and challenges</p> <p>Experience of working in a housing options / homelessness service</p> <p>Experience of handling complex cases and providing creative housing solutions for vulnerable individuals and families.</p> <p>A good understanding and knowledge of the main causes of homelessness and rough sleeping, and the barriers that people face when trying to access accommodation and support services</p>	<p>Demonstratable experience of staff management including service and performance improvement</p> <p>Extensive knowledge of homelessness legislation, guidance and caselaw.</p> <p>Experience of working effectively in partnership with and liaising with a range of stakeholders</p> <p>Experience of working with ex offenders</p>
Ability and Skills	<p>Spoken and written English fluency</p> <p>Ability to form and develop professional and effective working relationships with colleagues, partners and service users and work effectively and enthusiastically as part of a team</p>	<p>The ability to liaise with, and negotiate and persuade landlords and letting agents to contribute to the Council's strategic aims.</p> <p>The ability to work with vulnerable people in difficult situations and handle challenging behaviour</p>

Attributes	Essential criteria	Desirable criteria
	<p>Ability to manage a varied, complex caseload, and remain focussed on performance and outcomes</p> <p>Able to produce clear, concise and persuasive written reports on complex issues.</p> <p>Excellent written and verbal communication skills to communicate</p> <p>Good analytical skills and ability to produce and interpret statistical information</p> <p>Excellent interpersonal skills and the emotional resilience to deal effectively with complex circumstances surrounding vulnerable people</p> <p>Excellent listening and interviewing skills, with a proven ability to inspire and motivate people to improve themselves and/or others</p> <p>A skilled problem-solver and negotiator with the ability to develop practical and creative housing solutions with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations</p> <p>Ability to work well under pressure, on own initiative, and manage and prioritise own workload and team members when needed</p> <p>Effectively work with others to achieve a positive outcome by being proactive and solution focused</p>	<p>Excellent numerical skills and ability to use spreadsheets and systems to monitor expenditure against budgets</p> <p>Ability to coordinate and lead on multi-agency responses to complex cases to achieve a positive outcome</p>

Attributes	Essential criteria	Desirable criteria
	IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to own transport for work purposes</p> <p>Willing to work outside normal office hours as necessary</p> <p>This post will be subject to a Disclosure and Barring Service check</p> <p>This post is office based</p>	