

Job Description and Person Specification

Job details

Job title: Landlord Liaison Officer

Grade: Band 5

Reports to: Senior Landlord Liaison Officer

Responsible for: No direct responsibility for employees

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, this role will focus on developing and maintaining strong relationships with private landlords, letting agents and other stakeholders to improve access to the private rented sector.

The post holder will work to secure affordable and sustainable housing solutions, supporting both landlords and tenants to create successful, sustainable tenancies, with the overarching aim of preventing and relieving homelessness and reducing the cost and use of temporary accommodation.

Working 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 support the Senior Landlord Liaison Officer in providing information and advice 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. Develop, build and maintain strong working relationships with private landlords, letting agents, other housing providers and stakeholders to increase the availability of affordable, sustainable private rented properties.
2. Act as a key point of contact for landlords and letting agents offering expert advice, guidance, and support on tenancy sustainment, landlord responsibilities, tenancy agreements etc ensuring compliance with relevant legislation and best practice.
3. Assist the Senior Landlord Liaison Officer to develop and implement initiatives to improve access to private rented sector accommodation, addressing any barriers that prevent landlords from participating and engaging with homelessness prevention schemes.
4. Work collaboratively with colleagues across the wider service to ensure effective referral mechanisms, match households to appropriate properties and provide necessary tenancy sustainment support and interventions to prevent repeat homelessness.

5. Provide training and guidance on private sector housing options, landlord engagement, and tenancy sustainment strategies to internal teams and key stakeholders.
6. Monitor tenancy sustainment measures, working proactively to provide timely advice and interventions to resolve issues between landlord and tenants to reduce the risk of tenancy breakdown.
7. Ensure compliance with relevant housing legislation and best practice, providing informed advice to management and stakeholders on private rented sector trends and challenges to help shape policy and service delivery.
8. Contribute to performance monitoring and reporting, ensuring accurate case recording and data entry to track outcomes and support service improvement.
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. 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) or able to demonstrate an equivalent capability	Hold a relevant housing qualification (CIH Level 4 Diploma or equivalent) or show an equivalent capability Evidence of continuous professional development
Experience and Knowledge	<p>Experience working within a local authority, housing association or voluntary organisation</p> <p>Knowledge of private rented sector access issues and challenges</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>Knowledge and understanding of health and safety and housing management to procure suitable private rented tenancies for homeless households</p>	<p>Experience of handling complex cases and providing creative housing solutions for vulnerable individuals and families.</p> <p>Experience of working in a housing options / homelessness service</p> <p>Knowledge of homelessness legislation, guidance and caselaw.</p> <p>Experience of working effectively in partnership with and liaising with a range of stakeholders</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>Ability to manage a caseload / referrals and property portfolio and remain focussed on performance and outcomes</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>Excellent numerical skills and ability to use spreadsheets and systems to monitor expenditure against budgets</p> <p>Excellent written and verbal communication skills</p> <p>Good analytical skills and ability to produce and interpret statistical information</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>Ability to meet deadlines and prioritise workload in a fast-paced working environment.</p> <p>Effectively work with others to achieve a positive outcome by being proactive and solution focused</p> <p>IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	

Attributes	Essential criteria	Desirable criteria
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>	