



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Job details**

Job title: Traveller Site Officer

Grade: Target Grade NNCBAND05 NNCSCP11-13

Reports to: Housing Manager – Support Services

Responsible for: Delivering 1<sup>ST</sup> Class Services

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Management Services

### **Purpose of the job**

Reporting to the Housing Manager – Support Services the post holder will deliver front line housing management services to Travellers living on NNC sites.

The post holder will offer a first-class customer focussed management service, income collection and arrears recovery, unacceptable behaviours, ASB and support services, customer engagement and involvement, site management, repair and maintenance requests enforcing pitch conditions tenancy conditions and reletting empty units properties.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the sites the traveller communities reside on and the services the council provides.

### **Principal responsibilities**

#### **1. Role Responsibilities**

The post holder is expected to:

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Ensure a consistent, customer focused service is delivered to all residents living on NNC's traveller sites by responding to contact requests and enquires with accurate advice, support, guidance and assistance in a timely manner to help them make informed choices about issues or concerns they raise.

Managing the day to day operation of the Traveller sites in an efficient and effective manner

Ensure the site management team are delivering services to set service standards and that health and safety regulations are complied with.

Play a vital part in delivering high-quality, person-centred services to residents of Travellers Sites, ensuring a consistent, resident-first approach across all interactions

## **2. Voids/Allocations**

The post holder is expected to:

Inspect, raise maintenance requests and engage specialist contractors to bring void pitches up to a lettable standard

Maintain register of applicants requiring a pitch

Review existing pitch provision and allocate void pitches in accordance with the sites allocation policies

Sign up new licence holders, ensuring they have necessary information to pay rent and understand their responsibilities

## **3. Income Management/Arrears Recovery**

The post holder is expected to:

Work with the Husing Finance Team to monitor accounts and take the appropriate action to recover arrears

Ensure that prompt and appropriate contact is made with Licensees who fall into arrears of pitch charges, identify the problem and take steps to resolve it; recording clear accurate and concise action notes in accordance with procedures.

Make regular contact with Licensees in arrears, making full use of all available communication methods including letters, telephone calls, texts, pitch visits, office interviews, e-mails, and other secure and confidential communication methods available.

Carry out effective methods of recovery of account arrears including contacting Licensees interviewing and completing financial assessment, agreeing monitoring and negotiating affordable repayment plans.

Monitor compliance with court orders and attend evictions.

#### **4. Legal Action**

The post holder is expected to:

Liaise with all housing teams in line with North Northants Pre-court Action Protocol to work towards the prevention of homelessness

Prepare and serve legal notices including include Notices to Quit and Seek Possession.

Draft paperwork for approval and submit cases to the County Court for Possession hearings; prepare court files to support the possession claims, serve court papers; carry out pre-court visits and interviews to advise Licensees of the action and obtain admission of facts and an updated financial assessment; and represent NNC in person at court hearings to present and defend cases.

Carry out evictions

#### **5. Arrears Prevention**

The post holder is expected to:

Complete financial statements to analyse and offer targeted budgeting and basic debt advice ensuring Licensees facing financial hardship can maximise their income by promoting the take up of any entitlement to welfare benefits, grants, charitable trusts and assisting those unable to make applications.

Assist with applications to claim welfare benefits

Assist Licensees to find solutions for other debts by giving advice and support in relation to changing utility providers and tariffs, supporting customers to speak to creditors to negotiate affordable repayment plans and referring complex cases to specialist independent debt advisors or agencies.

#### **6. Site management**

The post holder is expected to:

Provide effective and visual site management by visiting the site regularly and conducting inspections

Assist contractors to carry out compliance checks

Identify maintenance required and place orders for works as appropriate to improve the sites and pitch facilities

Report any significant Health & Safety issues, and make recommendations for environmental improvements.

Oversee and coordinate any necessary legal actions related to unauthorized or illegal activities on the site.

Ensure Health, Safety and Fire Risk assessments are undertaken and actions completed.

## **7. Repairs and Maintenance**

The post holder is expected to:

Take day-to-day responsibility for the repairs management services, including working with contractors and liaising with relevant service providers.

Manage the day-to-day site operations working with contractors and provide access

Monitor site budgets enabling site improvements and maintenance

## **8. Resident Management**

The post holder is expected to:

Undertake a range of pitch and site visits including settling in visits and periodic pitch reviews

Process applications for pitch changes and pitch alterations

Arrange emergency accommodation for residents if pitches are deemed uninhabitable or have been damaged by fire or flood.

Address unacceptable behaviour reports utilising early intervention techniques and enforcing Licence conditions when appropriate.

Be responsible for managing tenancy-related issues, coordinating support services and maintaining safe, welcoming environments for residents.

Serve as the single point of contact for residents on all matters related to tenancy management, anti-social behaviour, and issues affecting communal areas; coordinate services to resolve residents' enquiries and concerns.

Build and maintain close working relationships with key teams and services to provide a holistic, person-centred approach to resolving residents' issues and striving for excellent landlord services.

Proactively resolve escalating conflicts

Identify and assist residents struggling to maintain their pitch or suspected of abuse, neglect, or safeguarding issues

Respond promptly and effectively to reports of anti-social behaviour, ensuring adherence to the ASB policy and maintaining regular communication with residents reporting incidents

Identify and work with residents who have accumulated items affecting safety and causing disrepair, collaborating with relevant organisations and teams.

Signpost residents to sources of external support and advice.

Ensure prompt action on all licence management matters according to legislation and policies

Gather evidence for serious breaches of Licence conditions and prepare ant relevant legal proceeding or eviction paperwork

## **9. Administration**

The post holder is expected to:

Record contacts and outcomes

Respond to contacts with accurate advice guidance and assistance

Prepare a draft response for approval to enquiries and provide information to the Housing Manager – Support Services in relation to complaints, elected Member and MP enquiries relevant to the service area they are responsible for

Maintain clear factual records in connection with the duties of the role, prepare reports, letters and statistics.

### **10. Performance and Service Improvement**

The Post holder is expected to:

Produce, provide, collate a range of performance information and data as directed by the Housing Manager – Support Services.

Complete allocated tasks within acceptable timescales and meet deadlines.

Meet agreed individual and team performance targets for the tenancy related recommendations and responses.

Be actively involved with the Housing Manager – Support Services in reviewing processes, procedures policies.

### **11. Team Working and Relationships**

The Post holder is expected to:

Ensure the service area has a strong and effective relationship with other services within the organisation and external partners by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values.

Internally: Housing, Finance, Support teams, Housing and Property Services team, Adult social care team, Head of Housing, and other colleagues/ managers and teams from across the council

Externally: contacts at local levels including the County Travellers Unit. Police, Fire & Rescue Service and Ambulance teams, health professionals, customers, DWP, CAB, County Court Officials, charities

### **12. Key Role Accountabilities**

Delivering 1<sup>st</sup> class services to council tenants and leaseholders.

Identifying, suggesting, and implementing tailored solutions to resolve issues, concerns and complex problems.

Be responsible for health safety and wellbeing of pitch occupiers and team members.

Ensure the “Safeguarding” of all residents in accordance with NNC’s reporting procedures.

To identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

### **13. Misc Requirements**

Maintain a working knowledge of computer software appropriate to the duties and responsibilities

Maintain an up-to-date knowledge of best practice in Traveller legislation, cultures and lifestyles to minimise Licensee failures and maximise opportunities for continued service improvement

Understanding of the political, housing, social and welfare issues of the Gypsy and Traveller Community

### **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. 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.
4. 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.

5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

## **Special features of the post**

**If a DBS Disclosure is required for the role, include the following clause (Delete if not required).**

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

**If this post is Politically Restricted include the following clause (Delete if not required).**

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

A mileage allowance is applicable to the post for mileage claims essential for business purposes

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Min GCSE X 5 incl Maths and English or equivalent            CertCIH - Membership Achieved = CIH Qualification or Equivalent Level 3 or above.</p>	<p>2 A Levels            Degree educated in a subject job related            CertCIH - Membership Achieved = CIH Qualification or Equivalent Level 4 or above.            First Aid Certification            Fire Safety Training            BTEC or equivalent Gypsy and Traveller management course</p>
Experience and Knowledge	<p>Good understanding of issues affecting the travelling community including law and legislation</p> <p>Knowledge and experience of working with and presenting information to the travelling community.</p> <p>Experience of working with a local authority or registered provider in a similar role. Minimum 3 years.</p> <p>Experience of identifying property repairs and liaising with contractors and tenants. Experience of identifying property repairs and liaising with contractors.</p> <p>Knowledge of the housing legislation, regulation and case law.</p> <p>Understanding county court possession claims procedures.</p> <p>Experience of working with people who may find themselves in difficult situations and who may have</p>	<p>Experience of working effectively with housing colleagues, partners, and stakeholders.</p>

Attributes	Essential criteria	Desirable criteria
	<p>multiple/complex needs including challenging behaviours.</p> <p>Experience of managing and prioritising own workload without supervision to meet demands and targets.</p>	
Ability and Skills	<p>Ability to be proactive and use initiative to drive forward improvements within the team and across the service.</p> <p>Effective partnership working skills to achieve positive outcomes for tenants and leaseholders.</p> <p>Tolerant, Patient, Firm but Fair attitude.</p> <p>Able to manage conflict and difficult situations.</p> <p>Excellent interviewing and negotiation skills to achieve solution-focused outcomes.</p> <p>Ability to explain complex matters clearly to achieve a positive outcome.</p> <p>Able to produce clear, concise, and persuasive written reports on complex issues.</p> <p>Good analytical skills and ability to produce and interpret statistical information.</p> <p>Ability to successfully operate in a multi-disciplinary and multi-functional environment.</p> <p>Excellent communication skills over several disciplines.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Ability to demonstrate a tolerant, patient, firm but fair approach to managing customer services and relationships whilst maintaining a professional attitude.</p> <p>Effective cross service communication/ partnership working skills to achieve positive outcomes for tenants and leaseholders.</p> <p>Excellent interviewing, file note taking, negotiation and compromising skills to achieve solution-focused outcomes.</p> <p>Ability to explain complex matters clearly to customers in plain English terms.</p> <p>Ability to build relationships with individuals who have multiple or complex needs.</p> <p>Able to produce clear, concise, factual and persuasive written letters and reports.</p> <p>Excellent IT and keyboard skills.</p> <p><b>Personal Qualities:</b>          Friendly          Enthusiastic          Trustworthy          Motivated          Hardworking</p>	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Full driving licence and access to a vehicle for work  Willing to work outside normal office hours as necessary  This post is subject to a DBS check	