

Post Title: Access and Resolution Officer**Grade: F****Job Purpose**

To actively and effectively promote the Council's vision, values, aims, objectives, and priorities, putting our citizens first through the delivery of best value services.

The Access and Resolution Officer will be responsible for ensuring Nottingham City Council meets its statutory, regulatory, and landlord obligations by gaining lawful access to properties where tenants have refused entry. This includes addressing breaches of the housing secure and introductory tenancy agreements in relation to compliance and access. The role involves using risk and equality impact assessments to agree a range of legal, safeguarding, and environmental protection mechanisms, and other applicable frameworks. The postholder will secure access to properties for inspections and maintenance to protect the safety and wellbeing of tenants, neighbours, and the community. Where required, the officer will take immediate action including without customer consent, when significant health and safety or wellbeing concerns are identified.

The team's approach is to either provide support through signposting and liaison with relevant services, or to take swift legal action where no vulnerabilities are identified and access remains denied. The focus of the role is to either:

- provide necessary signposting, safeguarding and wellbeing support to tenants, OR
- pursue legal action to ensure compliance and safety.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.

2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

3. Compliance and Enforcement

- a. Investigate and respond to cases of implied and tenant initiated denied property access that breach tenants obligations under their tenancy agreement.
- b. Complete and regularly review risk and equality impact assessments to demonstrate actions being taken are proportionate and reflect reasonable adjustments under the vulnerability policy.
- c. Take appropriate and proportionate action to enforce tenancy compliance, including but not limited to seeking injunctions or assisting with eviction proceedings where necessary
- d. Collaborate with legal teams to initiate and escalate cases requiring use of legal proceedings under the tenancy, environmental protection, or safeguarding legislation to secure access.
- e. Ensure all actions comply with statutory and regulatory obligations, including safeguarding and environmental health protocols.
- f. Prepare, draft and serve notices of action, warnings or documentation required for legal action or formal proceedings in line with NCC policies.
- g. Conduct risk and equality impact assessments prior to accessing properties and ensure all parties adhere to health and safety guidelines.
- h. Take immediate action where significant health and safety or customer welfare issue identified.

4. Statutory and Regulatory Obligations

- a. Ensure compliance with health and safety, environmental protection, safeguarding, and housing regulations.
- b. Coordinate access for statutory, regulatory and contractual access where tenant initiated (explicitly refuses) or implied (fails to respond to requests) refuses access to NCCHS or their representative to the home after reasonable notice given.
- c. Monitor and document tenant breaches, escalating cases as required.

5. Stakeholder Engagement

- a. Engage with tenants and their advocates empathetically to resolve access issues informally where possible ensuring reasonable adjustments in place to replace known vulnerabilities as under the vulnerability policy and foster compliance through communication and mediation.
- b. Work closely with internal teams (e.g., housing officers, legal services, safeguarding teams, property teams, social services, environmental health) and external agencies (e.g., police, voluntary agencies, health) to coordinate efforts to facilitate access.

- c. Act as a point of contact for tenants and ensure clear communication regarding their compliance obligations.
- d. Represent the NCCHS in legal proceedings and meetings where required.

6. Safeguarding and Tenant Welfare

- a. Identify and address safeguarding concerns when tenants refuse access, ensuring the wellbeing of vulnerable individuals.
- b. Liaise with adult and child safeguarding teams to assess risks and take appropriate action.

7. Record Keeping and Reporting

- a. Maintain timely, accurate and detailed records of all cases, including all interactions with tenants, notices served, and actions taken and all outcomes. These records need to be digital and accessible through NCCHS Tenancy and property management IT systems to provide a clear audit trail.
- b. Complete risk and equality impact assessments and identify access plans
- c. Prepare reports on access compliance for management and contribute to policy development.

8. Training and Policy Contribution

- a. Support with and contribute to the development and delivery of training to colleagues on compliance, safeguarding and access-related matters.
- b. Contribute to the review and development of policies and procedures related to tenancy compliance and access.

Numbers and grades of any staff supervised by the post holder:

The post holder will be expected to work collaboratively across all areas of the Housing Landlord service but is not expected to have any direct reports. Will be expected to support the apprentice scheme which could include short periods of mentoring.

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

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Housing
Services

Produced by Alison Brown Director of Property

Date 24.11.24

Job title: Access and Resolution Officer

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Technical Skills and Knowledge	Understanding of secure and introductory tenancy agreements and legal obligations.	✓	✓	
	Knowledge of statutory frameworks, including housing law, safeguarding, and environmental protection.	✓	✓	
	Proven experience in housing management, tenancy enforcement, or compliance roles. <u>OR</u> Proven experience in safeguarding and/or qualifications as a wellbeing practitioner, with a strong understanding of complex mental health issues and vulnerabilities in adults and children.	✓	✓	
	Experience and a strong understanding of working with legal frameworks and processes for property access <u>OR</u> safeguarding and wellbeing, with expertise in addressing complex vulnerabilities	✓	✓	
	Demonstrated experience of engaging and working with diverse stakeholders, and groups including legal teams, safeguarding professionals, and tenants and other customers including vulnerable individuals	✓	✓	
	An ability to manage enforcement cases involving multiple stakeholders	✓	✓	

	Demonstrated ability to prepare legal documentation and evidence for court proceedings	✓	✓	
	Good level of understanding of housing law, safeguarding, and environmental health regulations.	✓	✓	
	Analytical thinking and problem-solving skills to assess risks and recommend appropriate enforcement measures and solutions against cases	✓		
	Competence in drafting legal documents and presenting cases in formal settings.	✓	✓	
	Competence in completing risk and equality impact assessment and making reasonable adjustments in approach to reflect tenants and their households' vulnerabilities	✓	✓	
	Resilience and ability to remain professional in confrontational or high-pressure situations.	✓	✓	
	Strong interpersonal communication and effective negotiation skills, with the ability to resolve conflicts and build trust.	✓	✓	
	Excellent organisational skills to manage a challenging caseload effectively.	✓	✓	
	Empathy and sensitivity when engaging with vulnerable tenants.	✓	✓	
	Familiarity with case management systems and Housing Management software.	✓	✓	
	Commitment to upholding Nottingham City Council's values and delivering high-quality services.	✓	✓	
	Proactive and solution-focused approach to problem-solving.	✓	✓	
	Full UK driving license.	✓		✓
Qualifications	Relevant qualification in housing management (e.g., Level 3 Certificate in Housing Management).**	✓	✓	✓
Desirable Qualification Requirements	Relevant qualification in legal studies <u>OR</u> psychology, wellbeing practitioner or a related field (e.g. legal training, certification related to tenancy law enforcement, BSC in Psychology, diploma or equivalent as a wellbeing practitioner).	✓	✓	✓
	Training in conflict resolution or mediation.	✓	✓	✓
A - Application	AC – Assessment Centre	D – Documentary		

** A candidate not possessing the qualifications listed above but with a substantial and clearly established track record of success in a related area may also be considered, providing there is a commitment to undertake and complete qualifications relevant to the post (as specified by the Social Housing Regulation Act 2023).