Post Title: Private Rented Sector Development Officer

Grade: F

# Job Purpose

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

To identify those households at risk of losing their homes and to develop initiatives to prevent homelessness, through:

Developing and implementing improved access to and increasing successful take up of sustainable private sector options by service users of Housing Solutions. Identifying and liaising with private landlords within the City (and beyond).

Promoting the work of the Nottingham Private Rented Assistance Scheme (NPRAS), supporting the development of the service and responding to changes in legislation that impacts on all parties living in or renting properties

# 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. To maintain up to date knowledge of new legislation, policy and practice relating to the private rented sector, ensuring staff, landlords, letting agents and other partners are kept up to date.
2. To identify and liaise with letting agents and private landlords with extensive portfolios within the City, and work with them to develop action plans to prevent debt escalation and eviction and to support tenancy sustainment
3. Develop systems of direct referrals for tenancy support, budget management and employment support and other specialist services for tenants living in the private rented sector
4. Develop and improve systems for contact and communications with the Department for Work and Pensions and Nottingham City Council Revenue & Benefits department to assist with accelerated resolution of all claims impacting upon a persons housing and resolution of debt including; backdated claims, new claims, and payment of discretionary payments
5. To liaise with Safer Housing Team to support and encourage development and growth of the Landlord Accreditation Scheme ensuring and outcome of an improved offer of private housing to Housing Solutions’ customers.
6. Support the Private Rented Sector Manager with attendance at landlord forums and events, and with the facilitation of events taking the advantage to establish, improve and maintain relationships with landlords at every opportunity.
7. Develop a source of advice and support for landlords experiencing issues with tenants, establish procedures for early notification of tenants facing eviction and establish action plans for responding to this trigger information
8. To ensure that staff at Housing Solutions and partners have access to good quality information about current housing advice and prevention initiatives. To produce a Toolkit for staff that supports this work and ensured a follow through with customers in need. To provide training, support and advice to all staff within Housing Solutions and partner organisations as appropriate.
9. To review all current information available about Housing Solutions (and complimentary) services private sector initiatives and make recommendations for improving the currency, quality, quantity and access to this information.
10. Develop a Tenant’s “passport” scheme model linked to Private Rented sector that will work alongside the Nottingham Private Rented Assistance Scheme.
11. Research into other private rented support schemes operating across the country and consider how their best practice could be adapted and embedded in Nottingham.
12. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.
13. 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.

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

None

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.**

**Produced by** Debbie Richards

**Date** July 2023

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| **Job title: Private Rented Sector Development Officer** |

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| 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. | |  | |  |  |
| **Project Development** | Proven ability to plan a new initiative and implement a project plan | |  | |  |  |
| Ability to raise awareness and inspire enthusiasm for a new initiative | |  | |  |  |
| Must be self-motivated and have the ability to work on own initiative and to deliver to deadlines | |  | |  |  |
| **Service Delivery** | Good written and verbal presentation skills, including the ability to write letters and produce reports | |  | |  |  |
| Ability to advocate and negotiate on behalf of citizens and to offer independent advice | |  | |  |  |
| Experience of working in a pressurised front line service | |  | |  |  |
| A commitment to deliver a high quality customer focussed service | |  | |  |  |
| Ability to attend forums and events | |  | |  |  |
| **Technical Skills and Knowledge** | Good operational working knowledge of housing legislation in both the public and private sector | | 🗸 | | **🗸** |  |
| Knowledge of Welfare and Housing Benefit payments and entitlements including knowledge of resolution of benefit enquires such as (but not exclusively) backdated claims, new claims, income maximisation and discretionary payments | | 🗸 | | **🗸** |  |
| General knowledge of safeguarding | | 🗸 | | **🗸** |  |
| The ability to visit and inspect properties to identify issues relating to hazards, safety standards and disrepair; making recommendations of remedial action to be taken | | 🗸 | | **🗸** |  |
| **Managing Data & IT** | Understanding of data protection, customer confidentiality and information sharing as it relates to this role. | |  | |  |  |
| Practical knowledge of IT Systems including a variety of software packages, the aptitude to learn new systems as required and an enthusiasm to maximise the use of IT systems to produce analysis and improve outcomes | |  | |  |  |
| **Qualification requirement** | Ability to work outside of office hours, and at various locations according to service needs | | 🗸 | | **🗸** | 🗸 |
| Satisfactory DBS at an enhanced level | |  | |  |  |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** | |

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