



Post Title: Landlord Liaison 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 proactively promote the Nottingham Private Rented Assistance Scheme (NPRAS), identifying, engaging and negotiating with landlords to facilitate the letting of their properties via the service.

To establish strong and effective working relationships with landlords and provide support to help ensure that tenancies are sustained

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. Support the review of existing services and development of new schemes engaging the private rented sector as determined by Homelessness Strategy & the Housing Solutions Manager.
2. Support the development of the Social Lettings service, including: contracts, lease agreements, payment systems, safety check arrangements, repair assessment and call out and rent account monitoring.
3. Actively improve and develop relationships between the private rented sector and Housing Solutions.
4. 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



5. Design and implement a communications and marketing plan to promote NPRAS and actively engage a wider range of landlords
6. Using a collaborative approach, establish landlords needs and negotiate letting terms
7. To establish monitoring and reporting systems to record all preventative work undertaken as a result of new initiatives within the Social Lettings Service including those contributing to the DLUHC Performance Indicators
8. Support the analysis of information to help identification of gaps and issues to respond to and inform continued service development
9. Develop systems to respond to landlord enquiries and to meet the needs of their tenants. This will include the inspection of property and undertaking landlord checks.
10. Be the key officer working as a point of contact to support landlords to overcome tenancy sustainment issues
11. To advocate on behalf of customers facing homelessness with the aim of gaining a housing solution and retaining accommodation for the customer where practicable
12. Establish procedures for early notification and response to tenants facing eviction and establish action plans for responding to this trigger information
13. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
14. 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.
15. To be on call out of hours on a rota basis for the Social Lettings Service in order to respond to tenant emergencies

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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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	✓	✓	



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	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		✓		
Other Work Related Circumstances	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			