

Management Group: Place

Department/Section: Regulatory Services/Housing Service

Job Title: Tenancy Relations Officer

Reports to:

Grade: Bexley 12

Purpose of the job

To provide a specialist tenancy relations service within the private rented sector, leading on the investigation, resolution and enforcement of harassment, illegal eviction, and other breaches of landlord and tenant legislation, including the Protection from Eviction Act 1977 and the Renters' Rights Act.

The postholder will manage complex and sensitive casework, exercise significant professional judgement, apply civil and criminal enforcement tools, and contribute to homelessness prevention and improved compliance across the sector.

To deliver a dedicated and specialist function within Housing Services and across Environmental Health & Regulatory Service to investigate and resolve tenancy relations matters in line with the Renters' Rights Act and related legislation

Principal accountabilities

Implementation

The postholder will manage cases from initial complaint through to resolution, including gathering evidence, interviewing tenants, landlords and witnesses, and conducting formal interviews under caution in accordance with the Police and Criminal Evidence Act (PACE).

The role will work closely with Legal Services and internal and external partners to ensure robust enforcement where required, while also supporting early intervention and dispute resolution to prevent homelessness and improve compliance within the private rented sector.

Act as the Council's lead operational officer on tenancy relations matters, providing specialist advice on landlord and tenant law.

Take the lead in investigating harassment, illegal eviction and other unlawful practices and determine appropriate enforcement action.

Prepare and progress legal cases, including evidence gathering, statements and court or tribunal representation

Responsible for day-to-day operational decisions, case management, investigation outcomes and enforcement recommendations. These decisions are made independently, within the framework of established legislation, statutory guidance, and Council policy

Organisational Control and Development

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- a) To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.
 - b) To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.
 - c) Contribute to the development and delivery of the Council's tenancy relations and private rented sector enforcement approach.
 - d) Maintain accurate case records, performance data and statutory compliance.

Personal Effectiveness

- a) To present timely and relevant advice and information to Members and to ensure that Group Leaders are briefed on major and sensitive issues.
- b) To deal promptly with all matters requiring the post holder's personal attention.
- c) To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.
- d) To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in e.g. education, health, social services, Independent and voluntary sectors.
- e) Establish effective working relationships with internal services and external partners.
- f) Provide high standards of customer care and professional conduct in line with Council values.
- g) The officer is expected to work on their own with minimal direct supervision
- h) To support and participate in proactive initiatives to improve service standards and the quality of life for people living and working in Bexley.

Person Specification

Management Group: Place

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Job Title: Tenancy Relations Officer

Job Family: Professional 2

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
Degree or equivalent professional qualification in housing, law, regulatory services or related discipline, or substantial relevant experience.	E	A / I
Evidence of continuing professional development relevant to tenancy relations, housing enforcement or regulatory practice	D	A / I
(b) Relevant technical experience, knowledge & skills/abilities		
Substantial knowledge of landlord and tenant law, including harassment and illegal eviction.	E	A / I
Sound understanding of the Renters' Rights Act and the wider private rented sector enforcement framework.	E	A / I
Experience of managing complex and sensitive tenancy relations or housing enforcement casework.	E	A / I
Experience of preparing legal documentation and contributing to enforcement action, court or tribunal proceedings	E	A / I
Experience of working with vulnerable residents and managing challenging or confrontational situations	E	A / I
Ability to interpret and apply legislation, policy and statutory guidance to make proportionate decisions	E	I

Excellent verbal and written communication skills, including the ability to explain complex legal matters clearly	E	I
Strong investigative, analytical and problem-solving skills	E	I
Ability to negotiate, influence and resolve disputes effectively	E	I
Ability to manage a demanding caseload, prioritise work and meet deadlines	E	A / I
Competent use of IT systems, case management databases and standard office software	E	A / I

English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the general public either face-to-face or over the telephone:

- **Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.**
- **Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.**
- **Ability to listen to customers and understand their needs.**
- **Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.**

(c) Other Additional Requirements

Ability to work flexibly, including occasional evenings or weekends, to meet service requirements	E	A / I
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Ability to travel across the Borough to carry out the duties of the post	E	A / I
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Commitment to equality, diversity and safeguarding in service delivery	E	A / I
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KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance