

Job Description

Management Grouping:	Place
Team:	Housing
Post Title:	Private Sector Leasing/Street Team Officer
Reporting to:	Private Sector Leasing Team Leader

Purpose of the Job

We are transforming our homeless service to improve homelessness prevention, reduce temporary accommodation and end street homelessness

You would need to be passionate about delivering a professional customer centred high quality housing service that consistently impresses our customers whilst enhancing our reputation.

You will be part of a transitional change to staff working in an agile manner and to implement the housing services approach to agile working ensuring that housing services are delivered effectively.

You will be an energetic and an excellent communicator who works as part of a team that always seeks to understand first and create simple ways to keep people informed about things that are important to them.

You will apply huge personal integrity coupled with resilience to be part of a team that is known for delivering and keeping its promises. Your team will get things done on time, to the highest standards and learn quickly when things go wrong.

With infectious and unwavering levels of enthusiasm, inspiration and motivation you will be part of a team that is responsible for the day-to-day delivery of the: -

- Property & Tenant Management Service for PSL & Street properties

Principle Accountabilities and Responsibilities

Private Sector Leasing officers must be able to deliver an efficient and effective service, ensuring that they maintain close relationships with external agencies as well as internal departments and colleagues to meet communities and local Government set targets.

They must be able to demonstrate proven negotiation skills under immense pressure, as well as excellent management skills to ensure a high quality and integrated service is provided and that properties and resources are appropriately managed.

Officers are required to demonstrate a working knowledge of homelessness, housing and environmental health legislation. They are also required to show an understanding and commitment to equality and diversity.

To procure, manage and maintain properties recruited onto the Council's private sector leasing scheme or any other Council scheme designed to improve the supply of temporary accommodation for homeless households or other households in housing need.

The post holder will manage a portfolio of approximately 80/150 properties and be solely

responsible for all maintenance, minor repairs, tenancy/landlord and void management matters and associated expenses and for investigating complaints from neighbours arising from or at the property.

The post holder will issue up to 20-30 new leases per year and re-lease 30-50 properties per Year.

To manage and maintain Council owned property used to provide temporary accommodation for homeless households or other households in housing need.

To be the first point of contact for tenants, landlords, managing agents and leased property Owners.

To manage and investigate complaints of nuisance/ASB arising from properties that have been recruited onto the leasing scheme or that are properties owned by the Council and used for temporary accommodation.

To take enforcement action to deal with problematic tenants. Including gathering robust evidence and where necessary serving notices to quit and taking eviction/possession proceedings and attending court where necessary.

To be responsible for the management of void property and minimising void periods.

To publicise and promote Council schemes to improve the supply of temporary housing accommodation where required and support and encourage landlords to put their property forward.

The post holder approves works expenditure for the repair and maintenance of leased and street owned property as part of the annual maintenance/incentive and capital budget of £1.4 million, (£700,000 contract expenditure, £300,000 incentive and damage reimbursements payments to landlords and £400,000 capital expenditure for upgrades to Bexley owned properties).

Managing vulnerable tenants with support needs and working with social workers, care assistants and other social care workers to ensure clients support needs are met and safeguarding issues are reported.

Managing all aspects of a large property portfolio; ordering and managing repairs including emergency repairs, voids management, and dealing with tenancy related issues.

Making decisions on approval of expenditure for the repair and maintenance of council owned and managed property; ensuring amounts charged represent good value to the council and individual and collective budget limits are not exceeded.

To be the first point of contact for tenants and leased property owners.

Explain the terms of the occupancy/licence agreement to new residents and support them to understand their rights and obligations under that agreement. Support the resident into their new home explaining equipment use, contact points for emergencies and their responsibilities.

Provide housing related support to residents at risk of losing their tenancies and where appropriate work with other involved parties to prevent evictions, including attendance at multi-disciplinary team meetings and sign-posting to other agencies for advice.

To ensure properties meet the Council's property standards and are safe and suitable for letting including on-going reviews to ensure continued compliance.

Request and review relevant documentation and certification (including electrical and gas safety certificates, EPC, building insurance, fire risk assessment, asbestos, and legionella reports.)

Ordering and managing repairs and maintenance up to £5000 including emergency repairs and voids management.

To appoint and/or oversee contractors and ensure work completed is to the required standard and that any necessary certification is provided and verified.

You will work effectively with the Housing Property Management Team Leader and other relevant managers, to ensure that our financial obligations towards third parties are met. (To include invoicing relating to temporary accommodation, PSL and Street properties and other departmental spend).

Via meticulous checking, you will be responsible for ensuring each invoice presented for payment is accurate and reflects services received at the agreed rates before payment.

You will ensure that any payment made, is correctly coded and authorised in line with Council procedures.

All invoices and payments shall be recorded in a format that permits monitoring.

Minimise voids loss by efficiently managing the void turnaround process ensuring that voids are ready to let within target timescales.

Manage and control voids by checking properties on a regular basis and, in the case of suspected abandonment or unauthorised occupation, implementing the related procedures to terminate the tenancy.

To ensure timely payment is made for council tax, leaseholder fee payments, utilities payments or any other expenses related to the property incurred either during void periods or that the Council is liable to pay at other times.

To manage and where appropriate refer to issues with unauthorised occupancy /abandonment/squatting, harassment, domestic violence, neighbour nuisance and anti-social behaviour adopting a joint approach that seeks to sustain tenancies where possible.

To ensure that monitoring and management systems are kept updated.

Carry out regular property inspections.

To ensure delivery of services that are customer focused, efficient and represent excellent value for money.

To seek continuous improvement and innovation in services to better meet the needs of residents within the resources available.

To ensure the effective management of allocated budgets and other resources and that plans for expenditure reductions are delivered.

You will maintain accurate written and electronic records/information regarding properties, landlords including general contact information and any other relevant information associated with delivering a seamless procurement and letting service, keeping this information up to date always, and providing detailed reports as requested by management.

You will ensure all properties are maintained to a high standard investigate persistent disrepair complaints and/or to take property inventories for those properties on the relevant scheme

that the team is offering/managing.

The post holder assists in managing the work of the modern apprentices if and when there is one within the team.

You will ensure appropriate performance management systems are in place to effectively report, as required, on performance, against local and corporate targets.

You will contribute to develop and review policies and procedures in line with the policy framework to ensure that they meet legal requirements and best practice.

You will identify issues and improvements surrounding ICT and system management and to highlight and assist in the areas of development.

You will be responsible for the security and safe keeping of information data bases, and to use the laptop for out of hours home working.

You will contribute and adhere to LBBs financial regulations, standing orders, policies and procedures.

The post holder should have a full valid UK driving licence and access to a car.

Undertake any other appropriate duties as required by the service or instructed by the Service Manager.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION ESSENTIAL DESIRABLE

	Essential	Desirable
Qualifications	Good education Evidence of continued personal development	Educated to degree level
Knowledge	Knowledge of private sector housing law, health and safety rating system and other health and safety regulations (gas, electrics and energy efficiency) and legislation relating to the letting of private sector tenancies.	Membership of a professional body (CIH) or other relevant body

	<p>Working and up to date knowledge of statutory and regulatory requirements relating to the portfolio including landlord and tenant law, Awaab's Law and private sector housing market and contracts.</p> <p>General knowledge of good property standards and common building problems.</p>	
Experience	Proven experience of shaping services and delivering change in an environment of change.	
	Experience of housing and of managing budgets, including the ability to undertake financial planning, financial analysis and budgetary control.	
	Proven experience of collaborative working and how to build effective partnerships.	
	Experience of working effectively with elected Members and in partnership with other agencies including the voluntary sector and private landlords	

	Relevant experience of working in a local authority or social/private housing sector environment	
	Procurement experience	
	An ability to be part of a productive working environment where staff are clear about expectations and committed to the vision, goals and expectations of the organisation and service.	

Aptitude & Skills	Ability to work effectively both individually and as a team member in a fast-paced environment.	
	Excellent and effective communication (verbal and written) and negotiation skills at an internal and external level	
	Excellent negotiating, liaising and skills to effectively promote the scheme to private sector landlords and agents and market housing options to customers, staff and stakeholders.	

Committed to being performance driven and able to meet targets as well as producing sound evidence-based strategies within the team

Customer orientated in the delivery of the housing service and the ability to be pro-active and go the “extra mile”

Ability to develop and maintain effective partnerships with a wide range of stakeholders as well as communicate ideas and issues effectively to several stakeholders in a range of circumstances.

Expected Behaviours & Values

Organised and target driven.

Be able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts.

Flexible and proactive with a commercially minded approach to developing services and sustain relationships with landlords and letting agents.

Seek, encourage and recognise ideas, initiatives and improvements to deliver better services.

Encourage and support themselves and others to think differently, to question and to try new ways of doing things.

Lead from the front, ensuring visibility, communicating in a straightforward open way.

Build a strong network of collaborative relationships internally and externally.

Take quick confident decisions, to move things forward to meet organisation goals.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate

Willingness to undertake home visits which are effective and take into account health and safety requirements.

Equal Opportunities

Equal Opportunities Understand and demonstrate a willingness to promote positively Equal Opportunities

Training Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional

Training

You will assist colleagues with induction, training and development of new staff and the section by training on I.T. systems and through mentoring, job shadowing and/or presentations.

