



Accommodation Officer

LEVEL:	Level 7
ACCOUNTABLE TO:	Landlord and Tenancy Services Manager
SALARY:	£28,598 to £32,061 per annum
LOCATION:	Totnes/Tavistock/Agile
CONTRACT:	24 months

Job Purpose

In this role, you will manage and deliver a responsive, customer-focused lettings service for the Council's residential portfolio, which includes temporary homeless accommodation and properties managed on behalf of private landlords.

Operating in a landscape shaped by legislative change, you will play a key role in ensuring our services remain compliant. If you are passionate about housing compliance, thrive on responsibility and want to make a tangible difference to the lives of our customers, this is an excellent opportunity. You will be joining a council that values its staff, champions forward-thinking and is dedicated to continuous improvement.

As Accommodation Officer, you will ensure the effective management of all properties, maintaining adherence to contractual arrangements with private landlords and statutory requirements. You will embed legislative changes such as the Renters Reform Bill and Awaab's Law, while maintaining accurate property and customer records to demonstrate a robust audit trail for regulatory compliance.

You will act as the primary point of contact for private landlords, providing expert advice on property compliance and tenancy law. Working closely with homelessness, resettlement and support teams, you will help implement tailored support plans for tenants and make referrals to other agencies where appropriate. A flexible approach and willingness to take on additional duties and projects will be essential to ensure the continuous delivery of effective housing services.

Role Profile

- Ensure the effective management of all properties, with a focus on ensuring adherence to contractual arrangements with private landlords
- Ensure all properties meet all statutory requirements, proactively embedding the changes being introduced with the Renters Reform Bill and strict requirements of Awaab's Law
- Maintain accurate and detailed property and customer records, demonstrating a robust audit trail for regulatory compliance



- Identify, recognise and respond sensitively to the diverse needs and vulnerabilities of applicants and tenants
- Make relevant referrals to other agencies where required and ensure a multi-agency approach is taken where appropriate
- Liaise closely with the homelessness and resettlement and support teams to ensure that appropriate support plans are considered and implemented
- Act as a primary point of contact for private landlords, providing expert advice on property compliance, tenant-landlord law and the impact of the forthcoming Renters Reform Bill
- Respond efficiently and professionally to challenge stakeholder enquiries
- Willingness and flexibility to take on additional duties, responsibilities and projects as reasonably required to ensure continuous effective delivery of housing services

Person Specification

Qualifications

Essential	Desirable
Educated to A Level standard or equivalent or qualified by strong relevant experience	CIH Certification/ Diploma
Relevant qualification or qualified by track record of relevant experience	

Knowledge / Experience

Essential	Desirable
Proven experience in a high-volume housing management, lettings or allocations role	Experience of working for a Local Authority
Comprehensive and up-to-date knowledge of UK housing, landlord-tenant legislation	Experience of managing a mixed tenure portfolio of properties
A good understanding of the Equalities legislation, policy and procedures	Knowledge of the specific requirements and implications of Awaab's Law and Renters Reform
Experience working directly with vulnerable individuals and families, understanding and	Knowledge of welfare benefits



responding to complex support needs and safeguarding

An excellent understanding of professional boundaries

Experience of keeping detailed records

Skills / Abilities

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Ability to work with teams across an organisation to improve service
High level of organisational and administrative skills with the ability to manage a demanding workload and meet strict deadlines	Ability to present complex issues to vulnerable people
Attention to detail and commitment to ensuring all work is legally compliant	
Good communication skills both written and verbal	
Committed to high standards of performance and quality team working	
Ability to adopt a sensitive and empathetic, professional approach when dealing with customers who may be distressed, vulnerable or challenging	

General / Other

Essential	Desirable
Willingness to develop skills and knowledge in other areas to provide flexibility within the service	
An engaging, enthusiastic and positive manner with a strong “can do” approach	



General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.