

Harlow Council Employee Profile

Job Title: Landlord Liaison Officer

Post Number: SH0024X

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	G.C.S.E English & Maths grades A-C or minimum Level 4 or equivalent. Able to demonstrate good literacy, numeracy, and verbal communication.	Professional housing qualification. NAEA and ARLA qualification.	Application form Interview
Related Experience	Experience in the private rented sector and/or experience in a front- line housing service. Experience of working within a Housing environment or an estate agent and have an understanding of private landlords.	Sound knowledge of Housing Benefits, Universal Credit and Local Housing Allowance. Experience in a Housing Needs or lettings environment.	
Special Circumstances	Able to work and carry out visits outside of normal hours. Attend meetings/forums outside of normal working hours.		Application form
Special Knowledge, Training	Knowledge of Homelessness Reduction Act 2017 and welfare benefits. A good working knowledge of the districts housing market including the private rented market. Be willing to attend training courses relevant to the role to continue to improve knowledge and changes affected by new case law. Knowledge of Landlord and Tenant Act, Immigration and Asylum legislation, Matrimonial law and Children Act.	Knowledge of Housing Act 1996. Knowledge of Housing Health and Safety Rating System (HHSRS). Homes (Fitness for Human Habitation) Act 2018. Tenant Fees Act 2019.	Application form Interview

Skills and Abilities	<p>Ability to communicate effectively in writing and orally.</p> <p>Ability to liaise and advocate effectively with officers and the public.</p> <p>Ability to work on own initiative</p> <p>Problem solving skills.</p> <p>Negotiation skills.</p> <p>Ability to work calmly and accurately.</p> <p>Ability to communicate effectively at all levels, both orally and in writing.</p> <p>Excellent organisational skills</p> <p>Attention to detail.</p> <p>Ability to maintain confidentiality.</p> <p>Experience of working with clients that may display challenging behaviour and or have multiple complex needs.</p>	<p>Full clean driving licence and access to a vehicle or other suitable means of transport.</p>	<p>Application form Interview</p>
Disposition and Attitude	<p>Ability to work under pressure/ works well and remains calm under pressure.</p> <p>Understands and is committed to equal opportunities.</p> <p>Able to work in a flexible manner both individually and as part of a team/ willing to work flexibly and committed to achieving tasks and meeting deadlines.</p> <p>Practical and tactful approach to problem solving.</p> <p>Self-motivated team player.</p> <p>Ready to work on own initiative.</p> <p>Pays particular attention to detail.</p> <p>Work to a high professional manner.</p> <p>Able to work calmly and accurately under pressure, including conflicting demands.</p>		<p>Application form Interview</p>