

Harlow Council Employee Profile

Job Title: **Landlord Liaison Officer**

Post Number: **SH0024X**

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