

Job Description

POST TITLE: Tenancy Relations Officer

DIRECTORATE: Climate, Homes and Economy

SERVICE: Benefits and Homeless Prevention

GRADE: PO2

LOCATION:

RESPONSIBLE TO: Tenant Relations Manager

RESPONSIBLE FOR: None (No line management responsibility)

The purpose of this role is to promote private rented accommodation as a viable housing option. This includes preventing homelessness among private sector households and supporting those in need of new housing solutions, with the aim of reducing reliance on temporary accommodation. The postholder is also responsible for implementing the Renters Rights legislation, ensuring tenant protections are upheld while equipping landlords with the knowledge and training needed to meet their new responsibilities. The role involves close collaboration with enforcement teams, the voluntary sector, and key stakeholders at both London and national levels.

PURPOSE OF THE JOB:

MAIN AREAS OF RESPONSIBILITY:

The postholder will have lead responsibility and accountability for the following:-

Policy and Strategy

- Maintain expert-level technical knowledge of tenancy, housing, and enforcement legislation to ensure accurate advice and effective service delivery. This

includes

staying updated on changes in law and policy and applying this knowledge to complex housing cases.

- Collaborate with the Housing Strategy team to champion operational delivery of private rented sector policies. Ensure alignment between strategic objectives and frontline service delivery.
- Design and implement innovative strategies to prevent and relieve homelessness through private sector engagement. Assess the validity of eviction notices, mediate disputes, and address harassment or illegal eviction cases to protect tenants.

Resident and Tenant Services

- Respond to enquiries, complaints, and correspondence from clients and their advocates, including legal representatives and elected officials. Prepare documentation for court cases and ensure all communications adhere to the Council's procedures and standards.
- Deliver a robust tenancy relations service to a diverse range of private sector residents, including tenants, sub-tenants, licensees, and housing association tenants. Provide advice and assistance to resolve tenancy issues and promote housing security.
- Conduct comprehensive assessments of housing needs in accordance with the Homelessness Reduction Act 2017 and other relevant legislation. Identify vulnerabilities and ensure appropriate support and referrals under the Care Act 2014 and the Children's Act 1989.
- Develop and manage operating frameworks for complex housing transitions, including triangular and chain move arrangements. Coordinate tenant relocations to resolve disputes and optimise housing use.
- Serve as the local intelligence and community liaison for homelessness presentations, identifying trends and providing tailored housing solutions. Advise clients on tenancy support services, financial assistance, and resettlement options to promote housing stability.
- Create and distribute comprehensive information packs for public bodies and stakeholders, including schools and GPs. These resources will highlight benefits and opportunities for families considering relocation, supporting informed decision-making.
- Engage proactively with landlords to educate them on their responsibilities under current housing legislation. Develop and deliver training sessions and promote Council housing supply initiatives to foster collaborative relationships.

Mediation and Representations

- Represent the Council in court and tribunal proceedings, including drafting witness statements and providing rent protection support. Offer general advice to residents facing issues with private tenancies, ensuring legal compliance and safeguarding

tenant rights.

- Facilitate mediation between tenants and landlords to prevent homelessness, including conducting property visits and resolving disputes on-site. Promote early intervention and collaborative problem-solving to maintain tenancies.

OTHER DUTIES AND RESPONSIBILITIES:

- The postholder will investigate potential breaches of landlord and tenant legislation as instructed, including undertaking site visits and interviews to gather evidence and witness statements, in accordance with relevant procedures and to the required evidential standards.
- The postholder will set annual budgets, record expenditure, monitor and report outcomes across all employees, approximately £50,000 pounds
- Any other duties which may be allocated from time to time which are consistent with the responsibilities and grading of the post.
- There is a requirement for the post holder on occasions, to work outside normal office hours and at different venues to meet the needs of the service.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

ESSENTIAL

Knowledge, including educational qualifications:

- High level knowledge of the private rented sector and of the issues relating to the acquisition of accommodation, including security of tenure, health and safety, housing standards, and housing benefit regulations
- Comprehensive knowledge and understanding of housing needs issues, legislation, and case law
- Homelessness Reduction Act and the duties and powers relating to temporary accommodation and discharge in the Private Rented Sector.

Experience:

- Experience of successfully delivering performance targets

- Experience of tenancies and welfare advice to customers
- Experience of working with landlords and preventing homelessness.

Aptitudes, Skills & Competencies:

- Good verbal and written communication skills including the ability to negotiate with accommodation providers and the ability to write letters, reports, and procedures using plain English.
- Strong conflict resolution and de-escalation skills, with the ability to manage highly emotive situations between landlords and tenants.
- A commitment to equalities issues and an understanding of how they relate to the diverse needs of its customers in Private rented sector accommodation. ● Ability to relate the Department's objectives and policies in relation to the service, and to communicate these concisely, simply and sensitively to colleagues, customers and partners.

Special Conditions of Recruitment:

- Comply with and promote the Council's Equality and Diversity policies ● Attendance at meetings outside of office hours as and when required ● This role may involve working with vulnerable people in their homes. Therefore, the successful candidate will be required to undergo an Enhanced DBS check prior to appointment.

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