
Recruitment information

Job description and person specification

Your title	Private Rented Sector Officer
DBS check	This post requires a basic DBS check
Post number	TBC
Your team	Housing Services
You would be based	Civic Centre, Esher High Street
Your line manager	Private Rented Sector and Temporary Accommodation Team Leader



Elmbridge
Borough Council

About the role

The council's Rental Support Scheme helps households who are homeless or at risk of homelessness into safe and suitable private-rented sector tenancies. It is a key part of the council's efforts to prevent homelessness and minimise the need to place households into temporary accommodation and gives eligible households choice.

Your role is focussed on running the Rental Support Scheme, using your experience and knowledge of the private-rented sector and your negotiation and communication skills to persuade landlords and agents to sign up to the scheme and supporting tenants and would-be tenants to maintain and access tenancies.

The main purpose of the role:

The role leads on the day-to-day delivery and operation of the council's Rental Support Scheme, securing and sustaining a supply of good quality private rented homes for households who are homeless or at risk of homelessness, while expanding landlord engagement and improving access to suitable accommodation.

It involves working to increase access to a supply of suitable private-rented properties, through building and maintaining relationships with private landlords, lettings and managing agents, delivering incentive offers and promotional activity, and negotiating effective tenancy arrangements that promote affordability and long-term stability.

Strong operational delivery is essential, including managing onboarding, inspections, tenancy documentation, deposits, arrears, case records and performance reporting, as well as matching households efficiently to reduce temporary accommodation use and prevent homelessness.

The role also provides focused support to Afghan and Ukrainian households, resolving tenancy issues, preventing arrears, maintaining rent guarantees and helping families secure long-term homes through practical advice, move-on planning, property searches and partnership working.

Success requires strong organisation, empathy, clear communication, confident IT skills and experience in housing advice, PRS access, welfare benefits and move on planning, with the ability to work effectively with families, landlords, letting agents and partner agencies.

Specific duties and responsibilities

1. Build and maintain a high quality and diverse portfolio of private landlords and letting agents, proactively sourcing new property supply both within and outside the borough to expand housing options for eligible households.

2. Co-design, refine and promote landlord incentive offers including deposit alternatives and enhanced support packages to strengthen the Council's offer and increase landlord participation.
3. Plan and deliver targeted outreach and promotional activities, such as digital campaigns, inperson events and direct landlord engagement, to raise scheme visibility and convert enquiries into successful lets.
4. Act as an expert broker between landlords, agents and prospective tenants, negotiating rental terms that ensure affordability, suitability and longterm sustainability for all parties involved.
5. Lead the complete delivery of the Rental Support Scheme, including property onboarding, viewings, inventories, tenancy agreement preparation with esignature tools and accurate deposit protection processes.
6. Maintain accurate and timely case records across all housing systems, producing monthly and quarterly performance and lettings reports to support senior management decision-making and continuous service improvement.
7. Work closely with Temporary Accommodation colleagues to match households to suitable PRS properties efficiently, optimising property use and reducing time spent in temporary accommodation.
8. Carry out tenancy check-ins, check-outs and renewals, verifying all tenancy information, negotiating rent where needed and updating documentation to minimise tenancy failure.
9. Conduct detailed property inspections to assess safety, suitability and regulatory compliance, advising landlords on standards and any required remedial works.
10. Ensure consistent adherence to landlord and tenant legislation, PRS standards, safety certification requirements and council policies across all operational processes.
11. Prepare and review schedules of works and inventories, managing deposit returns and resolving disputes in accordance with statutory requirements and best practice.
12. Support tenants to secure and sustain income needed for rent payments by assisting with Housing Benefit, Universal Credit, Discretionary Housing Payments and safeguardingrelated arrangements.

13. Intervene early in high risk tenancy situations to prevent breakdown mediating between tenants and landlords, coordinating with external support providers and offering an “aftercare” approach to sustainment.
14. Develop and manage structured moveon pathways into PRS housing, providing tailored resettlement guidance to help households transition from temporary accommodation into stable, longterm housing.
15. Collaborate with internal council teams (including Revenues & Benefits and Legal) and external partners (including the DWP and voluntary sector) to resolve issues, remove barriers and achieve positive outcomes for tenants and landlords.
16. Act as a primary contact for landlords and agents, providing clear guidance on policy requirements such as proof of ownership and safety certification, while addressing queries and resolving issues efficiently.
17. Monitor key performance indicators such as lets achieved, tenancy sustainment, landlord retention, arrears and reductions in temporary accommodation and use insights to drive continuous improvement.
18. Analyse operational and performance data to identify trends, risks and opportunities, contributing to service enhancements and supporting digital solutions that streamline processes.
19. Oversee tenancyrelated financial processes including deposits, incentive payments, arrears monitoring, repayment plans, debt recovery and writeoff recommendations, maintaining strong controls, audit trails and information governance.
20. Provide operational leadership by coaching colleagues, sharing expertise, supporting Afghan and Ukrainian households with day-to-day and move-on needs, organising translation or partneragency support where required, managing incoming and outgoing resettlement processes, and deputising for the PRSTA Team Leader as needed.

What’s missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Private Rented Sector Officer
Team: Housing Services
Salary: S6 – SO1 (scp26-31)

Hours: 36
Car allowance: C4
(Occasional)

Post no: TBC

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	GCSE or equivalent	E	A

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
2	Experience of dealing with the public face to face and on the telephone, dealing with enquiries, delivering a frontline customer orientated service.	E	A / I
3	Significant experience of the private sector lettings market and a detailed knowledge of the legal requirements of tenancies in the private-rented sector	D	A / I
4	Experience of effectively carrying out administrative duties	E	A / I
5	Experience of being able to influence and negotiate successfully	E	A / I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
6	Well-developed verbal and written communication skills being able to write letters and reports.	E	A/T/ I
7	IT literate / keyboard skills, experience of being able to effectively use a range of packages	E	A / I
8	Flexible approach with ability to work on own initiative as well as part of a team responding to changing needs in service.	E	A / I
9	Strong interpersonal skills. Able to deal effectively with people who may present with challenging behaviour.	E	A / I
10	Good negotiation skills, with an ability to protect the council's financial interest	E	A / I
11	A good understanding of the Council's duties to homeless households under the Homeless Reduction Act 2016 and where a main duty is accepted under Housing Act 1996.	D	A / I
12	A good understanding of health and safety and compliance and regulation as it applies to rented residential properties.	E	A/I/T
13	A working knowledge of welfare and benefits system as it applies to help with housing costs	E	A/I/T

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
14	Access to own vehicle for visits and be able to undertake inspections of properties to ensure they met required standards.	D	A/I
15	Commitment to Equal opportunities and customer care	E	A/I
16	Must be able to commence work at 8.45am as necessary/on <u>rota</u> .	E	I
17	Must have a full valid UK driving licence	E	A/I