



## Tenancy Relations Officer

### Job Description and Person Specification

|                        |                                |                         |                  |
|------------------------|--------------------------------|-------------------------|------------------|
| <b>Directorate:</b>    | Governance & Communities       | <b>Service:</b>         | Housing Services |
| <b>Responsible to:</b> | Housing Services Manager       | <b>Responsible for:</b> |                  |
| <b>Grade:</b>          | 7                              |                         |                  |
| <b>Location:</b>       | Civic Centre, Poulton le Fylde |                         |                  |

#### Job Purpose:

The post holder will form part of the Housing Team and assist the Housing Services Manager in ensuring that landlords comply with the provisions of the Renters' Rights Act 2025 and Housing Act 2004 by carrying out investigations into any alleged breaches/offences and taking appropriate enforcement action.

#### Key Tasks & Responsibilities:

Provide comprehensive advice to tenants and landlords on their rights and responsibilities under housing legislation. Assist in the resolution of disputes, including those relating to rent arrears, maintenance issues, and eviction processes.

Mediate disputes between landlords and tenants to find amicable solutions. Handle complaints related to housing conditions, tenancy agreements, and illegal evictions.

Monitor and enforce compliance with housing regulations and legislation, including the Renters' Rights Act 2025, Housing Act 2004 and 1988, Landlord and Tenant Act 1985 and the Protection from Eviction Act 1977.

Organise and deliver workshops and training sessions for stakeholders, landlords and tenants on best practices and legal requirements. Develop informational materials and resources to educate the community about tenancy rights, responsibilities and best practice.

Determine how to proceed with cases using judgement, to reach a justifiable and robust solution. This will focus on gaining the co-operation of alleged offenders/offenders and taking

formal action as appropriate, including issuing civil penalties and serving legal notices/orders/demands, and initiating legal proceedings.

Compile prosecution files that enable formal enforcement. This includes conducting PACE interviews, taking witness statements, and obtaining evidence in line with best practice.

Give testimony and expert witness evidence at hearings and criminal prosecutions.

Maintain accurate records of all cases and interactions, ensuring confidentiality and data protection compliance.

To work in accordance with office practices and procedures, ensuring that service requests are processed in accordance with legislation and departmental procedures, and that IT systems are used correctly.

Provide an excellent customer care service which promotes a positive image of the service to all customers, advocates and internal and external agency customers whether in person, by phone or any other method of communications to raise customer care concerns about the service.

To represent Housing Services at case conferences, meetings, forums and events as appropriate and to participate in training as and when required.

To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups.

To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.

To ensure that the above activities are undertaken in accordance with Council Policy and general guidelines laid down by the Assistant Director of Housing, Leisure and Community Services.

### **Corporate Responsibilities:**

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.

- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

| QUALIFICATIONS                                                             | ESSENTIAL/<br>DESIRABLE | ASSESSMENT METHOD     |
|----------------------------------------------------------------------------|-------------------------|-----------------------|
| Able to demonstrate appropriate levels of workplace literacy and numeracy. | <b>Essential</b>        | Application/Interview |
| Good standard of general education.                                        | <b>Essential</b>        | Application/Interview |
| Recognised Housing Qualification.                                          | <b>Desirable</b>        | Application/Interview |
| Training in trauma-informed care.                                          | <b>Desirable</b>        | Application/Interview |

| SKILLS                                                                                                                                                                | ESSENTIAL/<br>DESIRABLE | ASSESSMENT METHOD     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------|
| Strong communication skills, both written and verbal, with the ability to explain complex legal information so it is easily understood by diverse range of customers. | <b>Essential</b>        | Application/Interview |
| Exceptional interpersonal, mediation and negotiation skills, with the ability to handle high-stress, confrontational situations.                                      | <b>Essential</b>        | Application/Interview |
| Strong analytical and problem-solving skills with an ability to find solutions that comply with legislation while balancing the needs of both parties                 | <b>Essential</b>        | Application/Interview |
| Ability to interview tenants/landlords, gather evidence of legislation breaches and take witness statements.                                                          | <b>Essential</b>        | Application/Interview |
| High level of accuracy and attention to detail, in particular when drafting formal notices.                                                                           | <b>Essential</b>        | Application/Interview |
| Empathetic and approachable, with a strong customer service orientation.                                                                                              | <b>Essential</b>        | Application/Interview |
| Ability to work under pressure and prioritise effectively.                                                                                                            | <b>Essential</b>        | Application/Interview |

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| Ability to work independently and as part of a team.                                                                 | <b>Essential</b> | Application/Interview |
| Competent user of office-based computer technology and use, including MS Windows, Word, Excel, Access, Outlook.      | <b>Essential</b> | Application/Interview |
| Understanding of equality and diversity and the ability to respond flexibly and sensitively to the needs of clients. | <b>Essential</b> | Application/Interview |
| Resilient and able to handle challenging situations calmly and professionally.                                       | <b>Desirable</b> | Application/Interview |
| Experience of achieving performance targets and meeting departmental objectives.                                     | <b>Desirable</b> | Application/Interview |

| <b>EXPERIENCE</b>                                                                                             | <b>ESSENTIAL/ DESIRABLE</b> | <b>ASSESSMENT METHOD</b> |
|---------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------|
| Extensive knowledge of, and experience in applying housing related legislation and caselaw.                   | <b>Essential</b>            | Application/Interview    |
| Experience of working with tenants and/or landlords in eviction proceedings or illegal evictions.             | <b>Desirable</b>            | Application/Interview    |
| Proven experience in a housing-related role, such as a tenancy officer, housing advisor, or similar position. | <b>Essential</b>            | Application/Interview    |
| Experience in mediation or dispute resolution.                                                                | <b>Essential</b>            | Application/Interview    |
| Experience of taking enforcement action/making formal decisions relating to housing matters.                  | <b>Essential</b>            | Application/Interview    |
| Experience of presenting evidence in a Court/Tribunal setting.                                                | <b>Desirable</b>            | Application/Interview    |

| <b>ADDITIONAL REQUIREMENTS</b>                                                                         | <b>ESSENTIAL/ DESIRABLE</b> | <b>ASSESSMENT METHOD</b> |
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| Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues. | <b>Essential</b>            | Application/Interview    |

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| Regular and Reliable Service.                                                                   | <b>Essential</b> | Application/Interview |
| Demonstrate behaviours that support our values.                                                 | <b>Essential</b> | Application/Interview |
| Flexible, self-motivated and enthusiastic.                                                      | <b>Essential</b> | Application/Interview |
| Attention to detail and accuracy in providing, receiving, recording and presenting information. | <b>Essential</b> | Application/Interview |
| Valid driving licence.                                                                          | <b>Essential</b> | Application/Interview |
| Acceptable means of transport appropriate to the job.                                           | <b>Desirable</b> | Application/Interview |

**Our Values are key to delivering our vision, plans and strategies.  
All Behaviours listed are essential to the post.**

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| <b>Professional</b>                                                                                                                                                                                                                                                                                   | <b>Innovative</b>                                                                                                                                                                                                                                                                                                       | <b>Collaborative</b>                                                                                                                                                                                                                                                                                                                    | <b>Customer focused</b>                                                                                                                                                                                                                                                                                   |
| In being professional we...                                                                                                                                                                                                                                                                           | In being innovative we...                                                                                                                                                                                                                                                                                               | In being collaborative we...                                                                                                                                                                                                                                                                                                            | In being customer focused we...                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>• Have pride in how we represent the council</li> <li>• Treat people with respect and consideration</li> <li>• Are conscientious and carry out our work to a high standard</li> <li>• Carry out our work activities in an honest and ethical manner</li> </ul> | <ul style="list-style-type: none"> <li>• Proactively embrace change and learn from our mistakes</li> <li>• Challenge and constructively question existing processes</li> <li>• Make best use of our resources to provide excellent services</li> <li>• Encourage creative thinking with colleagues and peers</li> </ul> | <ul style="list-style-type: none"> <li>• Communicate effectively with colleagues and stakeholders</li> <li>• Develop productive relationships and achieve the best results</li> <li>• Recognise and embrace the knowledge and skills of others.</li> <li>• Embrace the concept of one team one council and all work together</li> </ul> | <ul style="list-style-type: none"> <li>• Strive to provide excellent services</li> <li>• Understand our customers' needs and consider things from their perspective</li> <li>• Effectively communicate and manage expectations</li> <li>• Actively seek ways to maximise customer satisfaction</li> </ul> |

### Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.

- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- The post holder is required to have a satisfactory enhanced DBS check.

**Prepared by: David McArthur**

**Date:** March 2026

**Post Holder Signature:**

**Date:**