Oxford City Council

Building a world class city for everyone

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OXFORD CITY COUNCIL

Career Opportunity

Role information

Job Title	**PRS Procurement and Placement Officer**
iTrent Ref No.	**002920**
Position Type	**Secondment/Fixed Term initially for 12 months**
Hours	**37**
Grade and Salary	**G7: £43,100 per annum full time (pro rata for part time)**
Location	**Hybrid - Oxford Town Hall and Work from home**
What hybrid looks like in this role	**You will be conducting site visits when required. You will attend Barton Community Centre weekly for team meetings and come into the Town Hall occasionally for wider department meetings. For the remainder of your working week, you can work from home.**
Service Area	**Housing Services**
Responsible to	**PRS Procurement and Placement Team Leader**
Responsible for	**N/A**
Assets	**N/A**
Budget	**Spend delegated from Team Leader as required**
Rehabilitation of Offenders Act 1974	**Exempt**
Candidate Screening	**Enhanced DBS Certificate**
Driving Licence	**Not required**
Political Restriction	**This post is not politically sensitive**

The Role

We are looking for enthusiastic individuals and experienced housing professionals to work with new and existing landlords and agents to establish a good portfolio of properties in the PRS that are available to the Council and the Placement and Procurement Team to offer to households that are homeless or threatened with homelessness.

It is important for the individual can demonstrate a positive attitude to problem solving and openness to new ways of working. To show resilience and flexibility and a continuous desire to improve service delivery.

For an informal discussion about the post please contact Giles Haynes on 07889 173231 or email ghaynes@oxford.gov.uk

About us

Our ambitious leadership team and dedicated staff are working hard building a world class city for everyone. Oxford City Council has accelerated plans to build more affordable and council housing

in the city. We provide services to help reduce inequality and improve the health and wellbeing of Oxford's residents and are taking a lead on reducing emissions and increasing biodiversity to become a net carbon neutral city of the future.

We are a supportive and collaborative bunch of people working towards shared goals, where new ideas and initiatives are valued. We strive to deliver service excellence, take accountability for our actions and communicate with honestly and respect. There has never been a more exciting time to join us! Help us to build successful places in which to live and work and build a fairer, greener city in which everyone can thrive.

We offer generous holiday of 29 days a year with an additional 4 days after 5 years' service and an excellent range of benefits including the Local Government Pension Scheme, payment of professional fees and subscriptions, Personal accident insurance, Travel loans, Travel to Work Discount Scheme, Eye care, Gym membership, Cycle to Work Scheme, Staff Offers Discount Scheme, an Employee Assistance Programme and discounts for Oxford attractions. You can find out more in our Candidate Pack.

In addition, we are committed to supporting career development opportunities and learning and development.

Role purpose

- To work with new and existing landlords and agents to establish a good portfolio of properties in the PRS that are available to the Council and the Placement and Procurement Team to offer to households that are homeless or threatened with homelessness.
- Support homelessness prevention and rapid rehousing by matching households to appropriate, affordable accommodation and delivering positive customer outcomes.
- Supporting and providing resilience to the broader responsibilities of the Placement and Procurement Team, including its function of managing Temporary Accommodation.

Role responsibilities and main duties

- To be an effective member of the Placement and Procurement Team, part of the broader Rapid Rehousing Team, responsible for procurement of private rented sector accommodation and making placements of households in need into such accommodation, as well as working collaboratively with colleagues across the department to support the objectives of the Housing Needs team; homelessness prevention, rapid re-housing and excellent customer outcomes.
- To promote the Council's private rented sector access offer, build and maintain strong relationships with landlords and agents – in Oxford and beyond - with the purpose of securing a range of accommodation for the service. To negotiate rents and tenancy terms with landlords and agents, following Council guidance. Seek to both retain current landlords to the scheme but also bring in new landlords.
- To ensure that all legal requirements have been carried out by the landlord; to ensure that all accommodation procured complies with relevant health and safety and building control regulations; to keep up-to-date records and files for all landlords, properties and lets according to processes and procedures.
- To administer financial transactions such as bonds, deposits, rent in advance and any financial incentives (to landlord or directly to households), following processes and procedures. To be responsible for the negotiation of the return of the deposit/bond at the end of tenancies, working closely with landlords and tenants to ensure that any claims against bonds/deposits are reasonable and decision making and evidence well documented. Placements
- To assist households that are homeless or threatened with homelessness to secure accommodation in the private rented sector. This can be through providing financial assistance to households that have found their own accommodation, or by securing accommodation through the Council's relevant private rented sector scheme.

- To carry out assessments of households' circumstances to determine if private rented accommodation is suitable and affordable and to shortlist households and match to private rented accommodation. This will include working jointly with other teams in the department and external partners to make sure that the offer of accommodation is appropriate, smooth customer journeys and positive outcomes, and minimising periods properties are 'void'.
- To assist the Council's statutory duties under homelessness legislation ensuring that any offer of accommodation and properties used in the private rented sector is made in compliance with the Homelessness (Suitability of Accommodation) Order 2012, in order to discharge duty under the Localism Act 2011 and the Council's own policies.
- To liaise between households and landlords to ensure that placement into the accommodation is smooth, all relevant documentation is signed and kept on records, and that tenant and landlord are fully aware of their responsibilities.
- To refer households to internal or external support providers for ongoing tenancy sustainment support if there is a need for this, including liaising and working closely with Homelessness Prevention Officers covering the PRS.

General

- To assist and provide resilience to the TA Senior Officer/TA Placement and Property Officer when there is need, e.g. to cover officer leave/absence, high workload, by taking on core aspects of the TA Placements and Property Officer role to ensure households can be placed and assisted to move on from TA according to relevant policies and procedures. This will include the occasional need to participate in the out of hour's emergency call-out rota for temporary accommodation including being a point of contact and a responsible key holder for all temporary accommodation.
- To support the sustainment of PRS tenancies, by working closely, collaboratively and flexibly with Homelessness Prevention Officers supporting tenants placed by the Council into the PRS, in particular using the relationships with landlords to help resolve situations with a positive conclusion and moving households between properties if required to avoid homelessness.
- To have a good awareness of risk assessment and support planning, to have a strong awareness of safeguarding and be able to ensure good practice in staff and client safety
- To effectively manage caseloads, keeping accurate records, ensuring all customers are responded to in a timely manner, whilst maintaining effective customer relationships to achieve positive outcomes.
- To pro-actively provide to customers in housing need, a range of advice and assistance on housing and related areas, working with or signposting them to other service areas or agencies where appropriate, demonstrating strong empathy and listening skills in a calm manner to help to resolve their housing issues.
- To work together with colleagues and welcome continuous feedback; collaborating in ways that values diversity and increases efficiency; to be an active and collaborative team member both within your own team and across the department.
- To use departmental and corporate IT systems effectively and accurately in order to record customer information, outcomes and provide monitoring information to management as requested.
- To take responsibility for our residents experiencing issues through to resolution as part of a multi-disciplinary team working collaboratively across the Directorate, wider organisation and with communities in the locality area/s.
- To take responsibility for community/locality issues through to resolution as part of a multi-disciplinary team working collaboratively across the Directorate, wider organisation and with communities in the locality area/s.
- To support the work with existing partners, agencies, and community groups in providing systemic support for vulnerable people when they most need it.
- To support the development of a single point of contact approach and creating a supporting environment with a focus on timely early intervention and prevention of potential future issues, so vulnerable people in the community receive all-inclusive and proactive support from the City Council and associated partners and agencies.
- To champion Equality, Diversity, and Inclusion to ensure fairness in our approach, that services are accessible to all and to strengthen and amplify the voices of underrepresented groups.

- To embrace learning and development opportunities within the Locality centric training and development framework to complement your area of expertise and to enhance knowledge of community-based practices.
- To be open to change, ready to explore new and different approaches, testing and learning to improve, with a passion for providing a great service to people in housing need.
- To have a positive attitude to problem solving and openness to new ways of working. To show resilience and flexibility and a continuous desire to improve service delivery.
- To fulfil any other responsibilities required to meet the purpose of the role

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria that is listed to be 'Assessed at: Application' on their application form and should include clear examples of how they meet these criteria.

Each of the criteria below will be measured through, the application form, interview, test/exercise or documentation (eg a qualification document).

Essential Criteria	Assessment stage
Educated to GCSE standard or equivalent for English and Maths at Grade C or above.	Application
Experience of working in a housing/homelessness or similar frontline, customer focussed role.	Application; interview
Good working knowledge of housing and homelessness legislation, such as the Homelessness Reduction Act 2017, Localism Act 2011, the Homelessness (Suitability of Accommodation) Order 2012, landlord and tenant legislation/obligations, the operation of the private rented sector, and relevant good practise.	Application; interview
Strong verbal and written communication with an ability to communicate effectively with a wide range of colleagues, clients and other agencies in a variety of means.	Application; interview
Experience of working as part of a team and in partnership with internal and external partners to achieve successful outcome for customers	Application; interview
Excellent interpersonal skills, the ability to empathise and give appropriate advice and assistance to a wide range of customers, including the most vulnerably, while managing customer expectation utilising strong and effective negotiation skills. Experience of carrying out successful negotiations.	Application; interview
Have a good knowledge of and sensitivity to the support needs of people threatened with and experiencing homelessness.	Application; interview
The ability to exhibit strong resilience in potentially challenging or crisis situations and respond effectively. To be able to remain calm and professional at all times and to conduct and influence sensitive interviews firmly and fairly and achieve successful outcomes.	Application; interview
Have a positive attitude to new ways of working, openness to change and trying new approaches with a passionate drive to improve services for all our customers	Application; interview
Ability to carry out complex financial calculations and experience of carrying out financial transactions, and to reconcile financial transactions	Application; interview
Experience and excellent competency of a range of IT and software applications, including Outlook, Excel and Word, case management and financial systems.	Application; interview
To be sufficiently mobile to undertake lone home visits through having a driving licence or by other practical means	Application; interview

Desirable Criteria	Assessment stage
Experience of carrying out complex assessments of customer need	Application; interview
Experience of working with landlords/ in the private rented sector housing market	Application; interview

Notes to applicants

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview, you will be asked questions based on them. More information about working for the Council, our values and vision, is available on our website.

How to apply

Applications should be made via our online application system (no CVs please).

For further information and how to apply online, please visit www.oxford.gov.uk

If you are unable to access our website, please call 01865 252848.
Note: For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history.
You will be notified of the outcome of your application either way. If you are selected for interview, you will be informed whether the interviews will be online or in-person. Please note, for hybrid roles the successful applicant will be expected to work from home. You should ensure that you have reliable and secure Wi-Fi access; a suitable workspace and are prepared to undertake distance learning and training.

Closing Date: **22 November 2026**

Late applications will not be processed

Interview Date(s): **01 December 2026 and 02 December 2026**

We are an equal opportunity employer:

We are striving to become a more inclusive employer and to represent the communities that we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas and would particularly welcome applicants from ethnic and minority communities. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.

Our commitment to Safeguarding:

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

disability confident EMPLOYER

OXFORD LIVING WAGE

Stonewall DIVERSITY CHAMPION