

Role Profile



Role Title:	Private Housing Coordinator
Service Area:	Housing Services
Scale:	S01
Reporting to:	Jason Hagland – Housing Supply Manager
Responsible for:	Nil

Purpose

To source properties in the private rented sector and administer the Council's private rented sector ("PRS") scheme to aid in the prevention of homelessness and discharging the Council's statutory homelessness duties.

Key Responsibilities

- To develop, grow and administer the day to day operation of the Council's PRS scheme.
- To be responsible for the development and implementation of the Council's new PRS scheme
- To establish a network of PRS landlords to increase the supply of homes available for customers of the Housing Options service.

Responsibilities:

People and Organisation Management

- Actively market the PRS scheme, being dynamic in accessing the PRS market.
- To develop and propose potential offers and new initiatives for prospective and current landlords.
- To develop and maintain relationships with current and prospective PRS landlords.
- To develop and maintain relationships with lettings agencies and other relevant private rented sector organisations.
- To ensure properties let through the PRS scheme meet appropriate private sector standards, all necessary checks and inspections are completed and appropriate documents are valid. Liaising with the Residential Environmental Health Team where necessary.
- To arrange and attend joint property viewings with landlords and prospective tenants nominated by the Housing Options Team.
- To conduct property inspections and inventories at the start and end of tenancies as well as adhoc property visits where disputes may arise.
- To maintain a computerised database of properties and landlords on the PRS scheme.
- To maintain a computerised database of private rental referrals received from Housing Options Officers.
- Be willing to undertake training to provide you with understanding of legislation relevant to the sector
- Organise and attend landlord forums in partnership with the National Residential Landlords Association.
- Complete financial assessments with tenants on the scheme where necessary to ensure income maximisation and reduce excessive and non-essential expenditure.
- Where appropriate ensure referrals are made to relevant charities and other statutory and support agencies.
- To contribute to the implementation of the Council's Housing, Homelessness and Rough Sleeping Strategy and actions accessing the PRS.

- To ensure all literature and legal agreements used on the PRS scheme are updated to reflect any changes in legislation.
- To provide cover and support to the Housing Service Department as and when required.
- Contribute towards safeguarding within the Council and ensure the safeguarding policy regarding children and vulnerable adults is followed. This includes being Level 1 safeguarding trained.
- The post-holder will be expected to take action, as described in the Service Continuity Plan, when an event affects the normal running of the services provided by the department and form part of the Council's response to civil emergencies as and when situations arise.

Finance and budgetary control

- Administer payments and recharges through the PRS scheme and other initiatives with approval from the Housing Supply Manager.
- To lead in negotiating rent levels with PRS landlords with approval from the Housing Supply Manager.

Premises, equipment or information

- To design and produce publicity and advisory material to market the PRS scheme
- Collect, report and compile statistical data where required including the Council's performance indicators.
- Undertake any other reasonable duties within the overall objective of the post as required

Specific Knowledge, Skills and Expertise

Knowledge/skills/qualifications:

- Educated to GCSE standard or equivalent including Maths and English
- Being solution focused, persuasive and skilled in overcoming barriers
- Outstanding interpersonal skills with excellent verbal and written communication skills.
- Broad knowledge of national, regional and local housing issues.

Experience:

- Practical experience of working in the private rented sector or a sales based environment.
- Experience of effective partnership working with the ability to develop strong working relationships
- Experience of developing initiatives

ICT/ technological aptitude:

- Competent in IT systems including Microsoft Office and undertake training as necessary to use bespoke IT systems.

Personal qualities:

- Ability to deliver within a pressurised environment with conflicting priorities and deadlines
- Highly motivated with a commitment to delivering high quality public services
- The ability to meet targets and performance indicators
- Current driving licence and own transport are required.

Key Relationships

- Officers of TRDC

- County Council and other local authorities
- Councillors
- Parish Councillors
- private sector landlords
- National Residential Landlords Association
- Members of the public
- Tenants and leaseholders
- Community and environmental groups
- Private companies
- Children's Services
- Adult Care Services
- Solicitors
- Law centres
- The Police
- The HCA
- Registered Providers,
- DWP,
- Council contractors,
- Health Authority,
- Banks,
- Building societies
- Voluntary organisations,
- Refuges,
- GP's,
- Professional and trade organisations.
- This list is not exhaustive.