

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Single Persons Lettings Officer	Grade: PO1
Section: Temporary Accommodation Team	Directorate: Housing and Regeneration Service
Responsible to following manager: Deputy Procurement and Lettings Solutions Manager	Responsible for following staff:
Post Number/s: RWHR210	Last Review Date: Feb 2021

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

Responsible for the procurement, and allocation of private sector accommodation for rough sleepers, or those at risk of rough sleeping and those who need additional support to access the private renting housing or other supported accommodation. The role is to support rough sleepers access accommodation and sustain their tenancies. You will be working closely with the project team to help assessing rough sleepers into private sector accommodation.

Specific Duties and Responsibilities:

- Responsible for the procurement of private sector accommodation within statutory guidelines, under each Councils' sovereign housing duties and Homeless Code of Guidance, to increase the supply of suitable and sustainable accommodation for specifically rough sleepers.
- Where required act as an intermediary between landlord and service user. Work closely with our tenancy support team in order to maintain a successful tenancy.
- Accompany service users to view potential properties which have been identified and assess the property to ensure it will meet their needs. To be present and provide support at the signing of a tenancy agreement to ensure the service users fully understand their responsibilities as a new tenant.
- Responsible for inspecting potential properties in and outside of the boroughs, assessing physical conditions in line with the Housing Health & Safety Rating System. Where works are identified liaise with landlord/agent to bring property up to suitable standard.
- Negotiate with landlord/agent the terms on which the Council will procure properties ensuring that they deliver value for money. Ensure the payment of monies whether by way of letting agreements or as procurement are in line with the Council's financial incentive payments. Payments are raised and processed within appropriate timescales to prevent additional costs to the Council.
- Liaise with the DWP and other Council departments to ensure the client is in receipt of relevant benefits. Ensure and assess that any housing solution is suitable and affordable in accordance with the Welfare Reform Act.
- Acts as a verification officer, in line with applicable guidance from the Director of Finance and/or Head of Audit, for the purposes of confirming the authenticity of documents provided in support of claims of Housing Benefit and Council Tax Reduction
- Provide the Deputy Temporary Accommodation Manager with detailed monthly statistical and performance information.

Generic Duties and Responsibilities

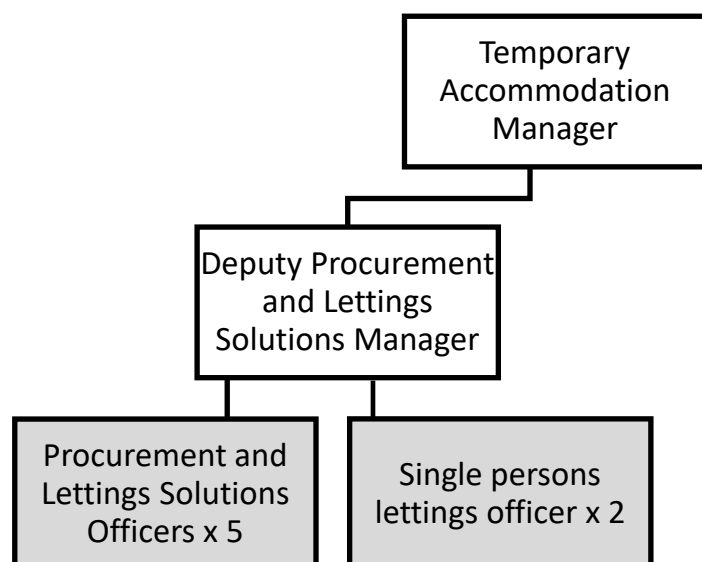
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- Responsible for the administrative functions in relation to offers of private sector accommodation, including the statutory discharge of duty and investigating suitability reviews.
- To provide in-depth advice and information to service users on topics such as welfare benefits (including making applications where relevant).
- Work within the relevant Government guidelines in relation to the Suitability Order 2012 ensuring properties and landlords meet required standards. Have working knowledge of the Housing Health and Safety Rating System
- Assist service users to purchase furniture, white goods and essential household items for their new homes. This will include sourcing grant funding from local and national charities.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

- To be able to carry out property inspections and viewings
- Must have use of motorised transport and be able to carry out visits and/or be able to carry out visits using public transport
- To work outside of normal working hours to cover emergencies
- To be able to work with vulnerable service users
- As and when directed in response to service needs and or service needs to undertake the duties of an officer on property management and allocation team.

Current team structure



Person Specification

Job Title: Single persons lettings officer	Grade: PO1
Section: Temporary Accommodation Team	Directorate: Housing and Regeneration
Responsible to following manager: Deputy Procurement and Lettings Solutions Manager	Responsible for following staff: none
Post Number/s: RWHR210	Last Review Date: Feb 2021

Our Values and Behaviours¹

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

¹

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
HHSRS		Yes	A/I
Able to understand and apply knowledge of Welfare benefits and assessing affordability of accommodation	Yes		A/I
Demonstrating best practice around procuring suitable properties as detailed in relevant Codes of Guidance and in statute	Yes		A/I
Experience	Essential	Desirable	Assessed
Demonstrate that you are able to create rehousing solutions and able to assist in tenancy sustainment	Yes		A/I
Working effectively in a busy, pressurised environment within a team and under own initiative. As well as being able to adapt quickly when priorities and targets change.	Yes		I
Establishing and brokering working relationships with landlords/agents/housing providers	Yes		A/I
Proven excellent communication skills in dealing with applicants, particularly those with a rough sleeping background	Yes		I
Skills	Essential	Desirable	Assessed
To be able to proactively pursue and maintain links with landlords and letting agents in order to maximise opportunities for procurement of properties.	Yes		A/I
The ability to work effectively in a busy, pressurised environment within a team in any location. As well as being able to adapt quickly when priorities and targets change.	Yes		A/I
The ability to apply working knowledge of complex legislation applicable to the role in particular, homeless legislation, case law, welfare benefits, relevant Codes, as well as landlord and tenant law,	Yes		A/I
To be able to understand to good practice in property management. To demonstrate the ability to undertake inspections in and out of the borough relating to health and safety standards in the private rented sector.	Yes		A/I
The ability to communicate mediate and negotiate effectively , in writing and verbally, with applicants landlords, letting agents, other teams and external agencies.	Yes		A/I
Qualifications	Essential	Desirable	Assessed
Maths and English GCSE grade C and above or equivalent		Yes	A/I

- A – Application form / CV
- I – Interview
- T – Test
- C - Certificate