**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Single Persons Lettings Officer | **Grade**: S02 |
| **Section:**  Temporary Accommodation Team | **Directorate:**  Housing and Regeneration |
| **Responsible to following manager:** Temporary Accommodation Manager | **Responsible for following staff:** |
| **Post Number/s:** | **Last Review Date:** March 2019 |

**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:**

Delivering a letting service for rough sleepers, or those at risk of rough sleeping, those who need additional support to access the private renting housing or other supported. Working with support services to ensure tenancy sustainment

**Specific Duties and Responsibilities:**

1. Responsible for developing links and partnerships with private sector landlords and other providers of housing to increase the supply of suitable and sustainable accommodation for rough sleepers.
2. 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.
3. Negotiate with landlord/agent the terms on which the Council will procure properties ensuring that they deliver value for money.
4. Ensure the payment of monies whether by way of letting agreements or as procurement are in line with the Council’s financial incentive payments.
5. Ensure payments are raised and processed within appropriate timescales to prevent additional costs to the Council.
6. 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.
7. Liaise with supported housing providers to maximise occupancy ensuring that resulting voids are utilised thus reducing street homelessness.
8. Manage supported housing voids by liaising with Navigators to ensure appropriate information and support is provided. This includes obtaining risk assessments, details of key workers and relevant information from agencies involved with the client.
9. Provide ongoing support and advice for landlords once client has moved in order to maintain a successful tenancy. Where required act as an intermediary between landlord and Navigator.
10. 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 for Local Housing Allowance.
11. Provide the Temporary Accommodation Manager with detailed monthly statistical and performance information in accordance with the Rapid Response Pathway Funding Project.

**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.
* 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 applicants
* 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**

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| **Job Title:**  Single persons lettings officer | **Grade**: (suggested) PO1 |
| **Section:**  Temporary Accommodation Team | **Directorate:**  Housing and Regeneration |
| **Responsible to following manager:** Deputy Temporary Accommodation Manager | **Responsible for following staff:**  **none** |
| **Post Number/s:** | **Last Review Date:** March 2019 |

**Our Values and Behaviours[[1]](#footnote-1)**

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 –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Person specification Requirements** | **Assessed by A &**  **I/ T/ C (see below explanation)** |
| **Knowledge** | |
| Able to understand and apply knowledge of Welfare benefits and assessing affordability of accommodation | A/I |
| Demonstrating best practice around procuring suitable properties as detailed in relevant Codes of Guidance and in statute | A/I |
| HHSRS | **A/I** |
| **Experience** | |
| 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. | I |
| Establishing and brokering working relationships with landlords/agents/housing providers | A/I |
| Demonstrate that you are able to create rehousing solutions and able to assist in tenancy sustainment | A/I |
| Proven excellent communication skills in dealing with applicants, particularly those with a rough sleeping background | I |
| **Skills** | |
| 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. | 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, | 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. | A/I |
| The ability to communicate mediate and negotiate effectively , in writing and verbally, with applicants landlords, letting agents, other teams and external agencies. | A/I |
| To be able to proactively pursue and maintain links with landlords and letting agents in order to maximise opportunities for procurement of properties. | A/I |
| **Qualifications** | |
| Maths and English GCSE grade C and above or equivalent | C |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**

1. [↑](#footnote-ref-1)