

Job description

Job title: Landlord Liaison Officer
Grade: Grade 9
Job evaluation reference: BC620
Job family: Buildings and Construction

Purpose and impact

1. The postholder will establish, negotiate and work with private sector landlords and letting agents to proactively develop the supply of private rented accommodation for applicants who are at risk of homelessness or are homeless.
2. The postholder will negotiate with prospective landlords and letting agents to property match our current applicants to private rented sector accommodation, based on their needs.

Key responsibilities

3. Develop own learning to find creative solutions to attract landlords to work with Dorset Council and their Landlord offer.
4. To lead with the liaison between landlords and customers on the Dorset Council Landlord offer and explain what is expected from both landlord and tenant under the scheme to ensure a positive discharged under Prevention, Relief and Main Duties.
5. To co-ordinate the suitability and offers to households into private rented sector properties whilst working with both the applicant and caseworker to ensure appropriate and suitable discharged of accommodation.
6. To meet the Housing Options Team's priorities in respect of homelessness when tenant matching.
7. Provide advice and assistance to landlords and tenants in dispute about rights and responsibilities and escalate to the Housing Options Team if there is a risk of homelessness.
8. Take responsibility for own learning in respect of landlord and tenant law and any changes.
9. Liaise with the Housing Standards Team where highlighted disrepair issues require further investigation and support the tenant with the required repairs.
10. Implement motivational, trauma-informed and strength-based practices with applicants.
11. Utilise the Council's discretionary housing payment scheme where appropriate to achieve moves.
12. Ensure they work in line with the Council's prevention agenda and use the Council's spend to save scheme to help manage arrears and ensure tenancies are sustained, where it is appropriate to do so.
13. Work in partnership with other agencies and departments such as Revenue and Benefits, Department for Work and Pensions, Housing Solutions Team and Housing



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Standards Team to ensure tenancies are successful and compliant with current legislation in terms of letting standards.

14. To be a single point of contact for Landlords and responding in a timely way to any queries with a view to helping address any ongoing tenancy issues, involving the Tenancy Sustainment Officers where appropriate.
15. Ensure that the landlords of all homes secured through the Dorset Council Landlord Offer understand their obligations under the Landlord and Tenant Act 1985, the Housing Act 2004 and that the requirements of the Housing Health and Safety Rating System are fulfilled in partnership with the Housing Standards Team.
16. To establish and maintain accurate and appropriate administrative and computerised records, ensuring that these are kept up to date and comply with the requirements of the General Data Protection Regulations.
17. To take part in induction and training of other members of staff commensurate with the level of the post.
18. To consider wider corporate responsibilities to share information that prevents fraud and eliminates overpayments.
19. To undertake regular training, e-learning and professional personal development in line with Service needs and ensure own knowledge and information is cascaded to the team where appropriate.
20. Take part and help to organise the Council's Housing Forum events to engage with landlords and help with promoting legislative changes to educate landlords on their responsibilities.
21. To help with the supply of accommodation for specific groups, such as those leaving prison, where stable housing provides community benefits.
22. To manage a small budget and ensure that accurate records are kept of all transactions.
23. Work with the Housing Standards Team to identify any malpractice from Landlords.
24. Ensure that safeguarding responsibilities are met during the course of their day to day employment and visits to properties as to what may be identified and consider referrals as appropriate, speaking to their line manager where appropriate.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

25. Reporting to: Housing Sustainment and Support Team Leader
26. Responsibility for: No supervisory or line management responsibility



Other factors

27. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.
28. A Basic DBS check is required.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations	
Required by law, and/or essential to the performance of the role	
1.	Minimum of 5 GCSE's including Maths and English at Grade C or above (or equivalent)
2.	Good standard of spoken English
3.	Good standard of written literacy skills
Experience	
4.	Experience of developing good relationships between landlords and tenants, advising both of their rights and responsibilities under the relevant housing acts and legislation
5.	Experience of working with vulnerable service users, often with complex needs
6.	Experience of working within a similar role or environment, preferably within the private rented, social housing or supported housing sector
7.	Experience of working both in a team and individually
Skills, abilities & knowledge	
8.	The ability to persuade and negotiate with others to achieve a clearly defined goal
9.	The ability to deliver within a pressurised environment, with conflicting priorities and deadlines
10.	Excellent communication, customer service and interpersonal skills
11.	Basic understanding of the national pressures and causes around housing and homelessness
12.	Understanding the needs of a diverse client group, ensuring that the needs of all customers including minority groups and vulnerable people are met
13.	Knowledge of a range of IT systems, including Word, Excel, email and databases
14.	Apply confidentiality to all information handled
15.	Ability to work under pressure often under sensitive and challenging circumstances
16.	Ability to communicate effectively, orally and in writing
Behaviours	
17.	Responsibility
18.	Respect
19.	Recognition
20.	One Team: Collaboration
Other	
21.	Ability to fulfil the travel requirement of the post
22.	Be flexible and adaptable to changing priorities
23.	A Basic DBS check is required



Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

Qualifications/ training/registrations	
24.	Chartered Institute of Housing Qualification or similar
Experience	
25.	Experience in a lettings or sales environment
26.	Ability to deal with a wide range of people and to deal sensitively and firmly with people who are either emotional or aggressive
Skills, abilities & knowledge	
27.	Confident and self-motivating

Approval			
Manager	Housing Advice (Triage) & Tenancy Sustainment Team Leader	Date	March 2024

