



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

JOB TITLE:	PRS Lead Liaison Officer		
GRADE: JOB CODE:	G9 CHI365PRSLG9	SERVICE AREA:	MHJ Housing and Welfare
REPORTS TO:	Team Leads	LOCATION:	
SPECIAL CONDITIONS:	<p>Working outside of standard office hours may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out-of-hours meetings as required.</p> <p>Provide out of hours service cover on a rota basis.</p> <p>That in booking leave regard is given to service/team needs, workloads and deadlines in order to maximise resources during peak customer demand and to ensure delivery of performance targets.</p> <p>Must be able to drive and have a current licence</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</p>		
<p><i>At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:</i></p> <ul style="list-style-type: none"><i>• Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;</i><i>• Embrace change and strive for improvement continuously;</i><i>• Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;</i><i>• Challenge the status quo, enable and empower, act with integrity.</i><i>• Together, they will deliver services that the people of Walsall will be proud of.</i>			
1. Corporate duties and accountabilities:			

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Council's Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- To lead on and to build and maintain relationships with landlords and managing agents to increase access to the Private Rented Sector (PRS).
- Administer the Council's PRS market offer and budgets
- Work with both tenants and landlords to ensure the sustainability of tenancies
- Manage and monitor the deposit scheme
- Support other seniors with front line service delivery

3. Role specific duties and accountabilities:

Horizon Scanning

- Develop effective marketing and procurement strategies to maximise the number of suitably affordable private rented accommodation available
- To undertake specific duties relating to finding suitable accommodation and sourcing new landlords within the Private Rented Sector to increase the availability of affordable accommodation to homeless households
- Initiate, develop and maintain working relationships with the Private Rented Sector including estate agents, letting agents and private landlords to source private sector accommodation.
- Provide advice, support and encouragement to landlords with homes to let and increase the number of landlords and letting agencies that work with the Housing and Welfare Team

- Be the local authority lead to enhance membership and participation of the landlord's forum, campaigns and initiatives to promote the councils interests and build its reputation.
- To identify opportunities and to support the implementation of change leading to team development, service improvement and transformational change programmes.
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Leading People

- As the first point of contact the post holder will provide advice, assistance and support to landlords in undertaking their duties as a Private Landlord with the objective of preventing homelessness.
- Working with front line housing officers to meet the demand for PRS properties to relieve homelessness.
- Advise landlords on all available options for letting their properties to Council nominations, and promote the benefits of working with the Council
- Support seniors as required with supervision of front line housing staff

Managing Resources

- Responsibility for the PRS incentive budget to be used to ensure customers are helped within the Council's policies and procedures.
- Coordinate activities across a number of services both internal and external to ensure the PRS properties are affordable and comply with standards.
- Budget responsibility of £10k
- To ensure services proactively support internal and external partners in areas of their work which have a relevant dimension. Where applicable, to negotiate service level agreements with the client, department, project co-ordinators / partners to ensure roles and responsibilities are clearly understood and the outcomes for the post holder's services are achievable.

Managing Performance

- To ensure effective and appropriate use of PRS incentives
- To provide analysis and reports and contributing to regular progress forums as required to meet service needs
- To ensure all records are produced, maintained and documented in relation to property certification.
- Assist and contribute to performance figure data

Managing Self

- To provide leadership and a strong sense of direction and purpose within the team(s) for which the jobholder is accountable.
- To identify opportunities in the development, promotion, maintenance and administration of the Private Landlord incentive offer.
- To enhance own performance, working constructively with the Team Leads to identify personal strengths and agreeing action in relation to development needs.
- The post holder is responsible for his /her own development on a continuous basis and for developing and maintaining a substantial body of up to date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields. As such will be expected to undertake suitable development and training.

4. Key Stakeholders and reporting lines

- Provide regular checks and undertake visits to clients in PRS Accommodation to provide support and advice with a view to sustaining tenancy
- Provide a customer engagement service promoting customer service excellence for both tenants and landlords, to ensure tenancy sustainability including property site visits.
- Regular communication with landlords to deal with enquiries, provide timely assistance in preventing tenancy notice and evictions
- Feed in to the housing strategy and strategy team



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	AI	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A	3
Abilities/Skills: (refer to JE guidance document)		
Cares about customer service with a customer centricity.	I	3
Strong listening skills	I	3
Able to successfully work with teams to develop a group drive to achieve outstanding performance.	I	3
Ability to work autonomously and under pressure using initiative to deliver something new for stakeholders with little direction.	I	2
Analytical skills and the ability to communicate a range of issues to a variety of audiences.	I	2
Ability to support staff to make complex, critical decisions with skill.	I	3
Highly developed creative and developmental skills to analyse and interpret complex customer information and produce long term solutions.	I	1

Ability to interpret legislation and law and how it impacts customer service	I	3
An understanding of Systems Thinking methods and techniques.	I	2
A strong understanding of the legislation for Health & Safety in the workplace.	I	3
An ability to understand people and the complex nature of some of their	I	2
Acts in a collegiate and collaborative way that engages with people at all levels.	I	3
Clear communicator ability to receive and present complex, sensitive or contentious information to groups, overcoming barriers to communication.	I	2
Highly customer focused.	I	3
An understanding of customer demand and services alignment to customer demand	I	3
Highly motivated, resourceful and resilient.	I	2
A clear ability and skills to work in a Psychologically Informed Environment	S/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Evidence of continuous professional development	A	
Significant experience of helping customers	S/I	3
Significant experience of developing and maintaining good working relationships with a wide range of stakeholders including the Private Rented Sector and letting agents to deliver tangible results.	S/I	2
Significant experience of working with others to people to deliver service	S/I	2
Qualification:		
Degree / Professional Qualification / HND or equivalent experience	S	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	
Awareness of, and commitment to, confidentiality and handling data	I	
The ability to communicate verbally with customers and provide advice		
Prepared by:	Michelle Dudson	Date: 18 February 2022