

Job Profile

Private Sector Engagement Officer

Grade F

JEID:HAY113C

Date created: 10th July 2020

About the Job

- To undertake a senior housing officer role focusing on engaging private landlords to work with the council
- To be able to liaise with landlords to avoid evictions and reduce homelessness
- To engage landlords in the Councils landlord incentive scheme and promote the scheme to new landlords
- To work across services to identify opportunities to increase access to the private sector

This is what we need you to do...

- Maintain and produce performance reports, ensuring records are appropriately updated.
 - To build and maintain a strong relationship with landlords, evaluate practices and referral arrangements and instigate and implement changes to effect service improvements.
 - To work with Housing Officers to enable placements in the private sector.
 - Promote options for improvement or sign-post to other sources of help or resource to encourage good public health, safe and fuel efficient housing, being aware of current funding streams both locally and nationally.
 - Work with owners to reduce the level of empty homes in the City by supporting their use in the rental market.
 - To support team leaders or managers with service re-design and delivering housing/homelessness related training in the workplace.
 - Work with landlords to reduce evictions and homelessness through advice regarding legislation and other options.
 - Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Housing Services Manager
 - Oversee the budget for deposit bonds, rent in advance, and tenancy rescue, evaluating the effectiveness of the use of funds.
 - To be responsible for agreeing financial assistance from the Councils Prevention of Homelessness Budget.
 - Work with colleagues to ensure effective use of Discretionary Housing Payments.
 - Develop promotional materials and digital information to promote options and engage private sector landlords and agents.
 - Maintain and develop constructive relationships as part of a collaborative working environment.
 - Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
 - Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
 - Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
 - Take on any other additional duties as reasonably required within Gloucester City Council.
 - Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time
- Special Conditions**
- To support or participate in any emergency or out of hours arrangements.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working in housing services and knowledge of relevant legislation.
- Experience of delivering good customer service and coping well under pressure and dealing with difficult situations.
- Experience of the wider systems of housing, welfare, safeguarding, training, employment and how to engage with organisations who deliver these services
- Experience of working with the range of needs of both landlords and homeless individuals.
- Experience of promoting and presenting services or initiatives.

Knowledge, Skills and Understanding

- High-level negotiation mediation skills
- Understanding of the wider systems of housing, welfare, safeguarding, training, employment and how to engage with organisations who deliver these services
- Ability to listen and empathise with clients including those with a range of disabilities, both physical and mental health problems and where English is not their first language.
- Able to accurately record information; and accurately relaying policy or guidance.
- Able to remain objective and conscientious
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- To participate in meetings with clients or partnerships and demonstrate credibility and confidence to our stakeholders
- Able to work with data and produce reports.
- Able to plan and prioritise own workload.
- Good IT skills and a willingness to embrace new online systems

Behavioural attributes

- **Efficiency and Value for Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- A good general level of education

Desirable

- In the future and with support, willing to studying toward an apprenticeship or professional qualification appropriate to the remit of the role

