

Job Description and Person Specification

Landlord and Tenant Liaison Officer

Job Details	
Grade	7
Service	Regulatory Services
Location	One Friargate
Job Evaluation Code	D2727D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

Under the general direction of the Safer Housing Team Manager and/or the HMO Enforcement Team Manager :

- Deliver a high quality customer service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
- Lead, manage and develop support to provide a comprehensive, flexible and high quality service to Landlord's, Tenants and Residents operating and living in Coventry.

Main Duties & Key Accountabilities

Develop and promote the Safer Housing and Communities service to ensure the effective delivery of a high quality services to customers with the objective of continuous service improvement.

Oversee the response to electronic, telephone and public enquiries, regarding landlord accreditation, landlord and tenant relations and other relevant housing enforcement and property licensing matters, including dealing with more complex enquiries personally.

Engage with all customers and develop materials that improves accessibility to assist customers in the understanding of the Safer Housing and Communities service.

Deliver the Council's Landlord Accreditation scheme and address any issues regarding membership of this scheme.

Develop and deliver a landlords forum for social and private sector landlords, managing agents and other property professionals

To monitor and review performance of the Safer Housing and Communities service to ensure performance standards relevant to the area of work are being achieved.

Updating, monitoring and maintenance of databases ensuring the particulars required are in line with the requirements of the legal provisions

Responding to and investigate all enquiries relating to harassment and attempted illegal eviction.

Interview alleged offenders and witnesses under PACE as required

Prepare reports regarding prosecutions and other sanctions in relation to illegal eviction and harassment

Monitor quality and performance management ensuring customer satisfaction and investigate and respond to service complaints in line with corporate procedures.

Provide detailed reports of service performance and development

To prepare and present reports and provide input into relevant committee and member meetings and to provide technical support to the Chairs of Committee, Cabinet Member and Senior Officers.
Represent the service area at public meetings, forums etc, give talks and lectures on the services provided as required and be able to present using various mediums
Respond to media enquiries and be proactive, as necessary.
Working with the Finance Team to ensure the effective collection of civil penalties in line with the Council's adopted policy
Assist with the presentation of graphic and written presentational material in a variety of formats
Develop and adapt the division's computerised databases to aid the effective and efficient management and administration of the Safer Housing and Communities service and provide support and training of staff
Develop the IT systems to promote best practice and ensure consistent approach with practices and procedures and operational plan targets.
Maintain and develop the key computer systems and represent the division on corporate computer initiatives, including upgrading of systems.
Assist the Safer Housing and HMO Enforcement Team Managers with the interpretation and dissemination of all changes to legislation affecting the regulation of landlords and tenants
Oversee the presentation of graphic and written presentation material in a variety of formats including but not limited to: presentations to members and senior officers, consultation events, public meetings, and website
Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service
Any other duties and responsibilities within the range of the salary grade

Key Relationships

External:	Landlords Agents Tenants Residents	Internal:	Councillors MP's Senior Managers Other service areas
-----------	---	-----------	---

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Substantial knowledge and understanding of Landlord and Tenant and Housing legislation, policies and procedures
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing an housing/environmental health function.
Knowledge	Knowledge and understanding of regional and national developments in Housing practices and procedures.
Knowledge	Knowledge and understanding of national priorities and influencing factors for Housing.
Knowledge	Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence

Skills And Ability	Skills for developing, maintaining and adapting computer systems.
	Excellent communication skills to deal with a wide range of people, internal and external to the Council
Skills And Ability	Excellent literacy and numeracy skills to produce a variety of coherent and accurate correspondence eg reports, letters, spreadsheets
Skills And Ability	Effective time management skills to enable personal workload prioritisation
Skills And Ability	Ability to investigate complaints and enforce legislation
Skills And Ability	Ability to gather and present reports, statements and evidential material in a methodical and detailed way
Skills And Ability	Be proficient in the use of a variety of IT packages
Skills And Ability	Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative
Experience	Experience of working in a political environment
Experience	Experience of working in a relevant housing/ environmental health environment dealing with complex cases.
Experience	Experience of marketing, promoting, and delivering housing advice and assistance services
Experience	Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
Experience	Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
Experience	Experience of working in a customer focussed environment with a range of diverse partners and organisations to achieve agreed goals
Experience	Experience of developing processes and systems to respond to change and ensure the delivery of an efficient and effective professional service
Qualification	Degree or Diploma in Housing or equivalent
Qualification	Substantial experience of working within a Housing or Regulatory functions within a Local Authority or similar setting.

Special Requirements	May be required to work outside office hours
Special Requirements	May be required to travel in the course of duties
Special Requirements	Willingness to undertake any necessary formal training

Declaration			
Reviewed/Created By:	Adrian Chowns		
Job Title:	Head – Safer Housing and Communities	Date:	February 25