

BRIGHTON & HOVE CITY COUNCIL

JOB DESCRIPTION QUESTIONNAIRE

Job Title:	Private Sector Development Officer
Reports to:	Acquisitions Manager
Department:	Temporary Accommodation
Section:	Acquisitions Team
Date written:	1/7/17

Purpose of the Job

To work with private sector landlords on developing a range of housing initiatives to preventing homelessness and to secure accommodation for those in housing need.

Principal Accountabilities

1. To develop and promote the Direct Letting Scheme & Deposit Guarantee Scheme, working with private sector landlords and agents in matching available properties with families and individuals looking for accommodation. To promote the private rented sector as a viable choice for people in housing need.
2. To administer the Deposit Guarantee Scheme and tenancy loans in conjunction with the East Sussex Credit Union (or successors) to enable households to save for deposits in the private rented sector, maintaining records and monitoring committed expenditure. Providing monthly updates to management on various aspects of the schemes.
3. To recover loans paid under the above schemes by setting up repayment schedules and pursuing non-payment. Raise debts with our finance department
4. Assess Deposit Guarantee claims; ensure tenants save with the Credit Union.
5. To establish, maintain and develop good relationship with private sector landlords, agents and landlord groups and organisations.
6. To work with colleagues both within the department and other areas of the Council regarding housing benefit (universal credit) and private sector housing.
7. To develop ways in which the schemes can be promoted with private rented sector landlords

8. To develop various incentive schemes, to encourage the uptake of properties in the private sector.
9. To liaise with colleagues across the service to ensure the most effective use is made of the available properties.
10. To process and reconcile invoices for all schemes.
11. To maintain databases for monitoring, invoices and statistical purposes and provide regular and ad hoc reports for management
12. To initiate and respond to routine correspondence and to respond to written and verbal enquiries and complaints from customers.
13. To deliver and provide the delivery of excellent customer care.

General Accountabilities

Equalities

To uphold and carry out the duties of the post with due regard to the City Council's Inclusive Council Policy.

Health & Safety

You must be prepared to be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

General

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

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PERSON SPECIFICATION

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Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• Knowledge of landlord, tenant & related housing legislation• Knowledge of health & safety legislation relating to rental accommodation.• Knowledge and understanding of benefit regulations particularly as it relates to clients presenting as homeless
Experience	<ul style="list-style-type: none">• Experience of working within a high pressure, customer oriented environment.• Experience of working within a team; including providing flexible cover for colleagues.• Experience of working within a property focussed business or local authority; or being able to demonstrate how existing work experience can be transferred into this role• Experience of negotiating with diverse parties to attain workable agreements
Skills and Abilities	<ul style="list-style-type: none">• Ability to deliver a customer focussed service, identifying solutions and improvements.• Ability to undertake risk assessments and recommend controls for various aspects of the service.• Effective interpersonal skills, including negotiation, listening and communication skills, remaining calm and assertive under pressure.• Ability to convey complex information effectively and clearly to a wide range of people, individually and in groups, both orally and in writing• Ability to work as part of a team, committed to providing an efficient service and excellent customer service.• Ability to use, input and interrogate IT systems such as word processors, spreadsheets, databases and the Council's own IT systems.• Ability to work within policy and to create and implement working procedures.• Ability to organise and prioritise own work, and that of staff to achieve good customer service and meet performance targets.• The ability to negotiate effectively with staff, landlords, contractors, clients and client's advocates to ensure properties and tenants are effectively and efficiently managed.• Ability to view property within the local authority area and beyond to ascertain suitability of accommodation,
Equalities	<ul style="list-style-type: none">• To be able to demonstrate a commitment to the Council's Equalities Policy.• Commitment to providing a fair service, which positively recognises and takes into account the differing needs and experience of customers.

