

Job Description and Person Specification

Post Title	Housing Options Officer (Private Sector and Repossessions)
Post Level	Service Delivery Level 2
Service Area	Environment, Housing and Leisure
Grade	Grade 7
Post Level Descriptor	
<p>Will be a role model and ensure staff are living the organisational values of:</p> <p>Aspire to be better</p> <p>Enable others</p> <p>Deliver on promises</p>	
Purpose of the Post	
<ul style="list-style-type: none"> • To manage a suite of options to prevent housing repossessions and prevent homelessness • Provide a rent deposit guarantee service for potentially homeless applicants • Assist service users to access or maintain a tenancy through ongoing support • Improve standards and affordability of housing within the private sector and increase the number of properties available to homeless applicants 	

Service Specific Tasks

Manage the Preventing Repossession Fund, specifically:

- To reduce the level of debt for tenants in the private rented or social sectors who are in rent arrears
- To prevent eviction for a household which is due to be imminently evicted or repossessed
- To support possible mortgage rescue applications
- To reduce mortgage arrears in cases where the level of arrears are too high for lenders to apply forbearance measures
- To make joint agreements with lenders, landlords and households to resolve arrears
- To provide emergency payment to lenders, social landlords or private sector landlords to enable further intervention that may prevent eviction

This list is not exhaustive. The post holder will explore other methods and options to prevent homelessness, including informal and formal negotiations with landlords and lenders to keep households in their current home and prevent repossessions and evictions.

Provide a rent deposit guarantee service, specifically:

- Working with a range of stakeholders to engage landlords and local letting agents to support and participate in the Scheme
- Close working with North Tyneside Council's (NTC) Private Landlords Service, Landlords and Representatives
- Offer advice and guidance to landlords in respect of their responsibilities under housing legislation and the requirements of the scheme
- Accept referrals from North Tyneside Council Housing Advice Service
- Carry out an assessment of clients to establish suitability for participation in the schemes
- Assist clients to identify accommodation that meets their needs
- Inspect properties for compliance with standards
- Ensure that appropriate records are maintained including:-
 - referrals, client, and landlord records
 - compliance with standards, safety certificates and record of condition
 - legal agreements between the parties
 - tenancy agreements
 - deposit bonds
 - develop and monitor support plans
- Provide guidance and assistance to the client to establish the tenancy and throughout the bond period by regular face-to-face contact.

Performance Standards

- The need to adhere to Council's Policies and specifically the Equal Opportunities Policy, Health & Safety Policy and the Code of Conduct
- The need to comply with the Freedom of Information Act 2000 in relation to the management of Council records and information
- The need to comply with the Data Protection 1998 and the principles enshrined within it in respect of personal information held by the Council
- The need to observe and implement the Authority's information governance policies and procedures, including the security of information assets and data.
- Willing to carry out a similar job role in other service areas as required.
- Demonstrates flexibility in their approach to work
- Creates an environment which enables individuals to speak up and challenge.
- Target of less than 5% of bonds 'called on' throughout the project.
- Monitor the number of repossessions prevented

Providing tenancy advice on a one to one basis but also working closely with other agencies, for example sign posting tenants to specialist internal and external support services; NTC's Environmental Health Team, DWP; Family Mediation Service.

Competency Requirements

Engaging People - Level 2

Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.

Delivering On Or Promises Level 2

Creating the right environment for teams and individuals to perform at their best, ensuring performance is monitored, evaluated and prioritised effectively.

Delivering On Customer Outcomes Level 2

Delivering a customer focused service across the team.

Enabling Change Level 2

Creating and enabling an environment that encourages the acceptance of change within teams.

Aspiring To Be Better Level 2

Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.

Working Together Level 2

Promoting collaborative relationships with others to deliver an excellent customer focused service.

Person Specification

Responsible To Housing Options Team Leader

Responsible For N/A

Factor	Essential	Desirable	Assessment means
Skills and Knowledge	<p>Ability to use skills and knowledge in order to resolve specific issues and develop short to medium term plans</p> <p>Ability to contribute to the development of longer term plans and more complex solutions</p> <p>Ability to follow and apply Human Resources policy and guidance</p>	<p>Knowledge of Housing Health and Safety Rating system.</p> <p>Residential property condition and standards.</p> <p>Simple research activity.</p> <p>Maintenance of case files.</p>	<p>Application form.</p> <p>Interview</p> <p>Presentation</p>
Qualifications and Training	<p>Qualified up to HND level or equivalent with experience in a relevant field. Where there is no formal qualification significant experience in the relevant field.</p>	<p>Working towards a relevant technical or professional qualification</p> <p>IT database and or word processing</p>	<p>Application form</p>
Experience	<p>Experience of budget management</p> <p>Experience of managing change</p> <p>Providing support and assistance to people on a face-to-face basis</p> <p>Experience of Deposit Schemes and Homelessness Prevention</p>	<p>Negotiating or promoting a service. Partnership working</p> <p>Casework administration.</p>	<p>Application form.</p> <p>Interview</p>

Special Requirements	Experience of working with private sector landlords and knowledge of the sector		
	Able to be a lone worker.	Car driver	Application form. Interview.

