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| **Job Description** |
| **Post title** | Property Liaison Officer |
| **JE Reference No** | N10399 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing – Housing Solutions |
| **Reporting to** | CDLA Team Leader |
| **Location** | Your normal place of work will be Civic Centre, Crook but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be responsible for sourcing, purchasing and leasing of housing stock for the Local Lettings Agency, and the management of facilities and property for CDLA.

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| **Duties and responsibilities** |

* To work effectively with colleagues within the Housing Service, in other divisions of the Council and external agencies.
* To work with private landlords within County Durham to identify and secure properties as part of a leasehold scheme
* To build excellent relationships between the Local Lettings Agency, private landlords and property owners across County Durham.
* To negotiate and complete property leases with landlords on behalf of the Local Lettings Agency, ensuring properties are acquired in line with forecast and individual demand.
* To source property to purchase to meet user demand for supported housing in the Local Lettings Agency.
* To work closely with appropriate departments to purchase or renovate buildings for the Local Lettings Agency as necessary
* To carry out property inspections and prepare inventories for use with both landlords and tenants.
* Work with the Housing Management Officers to assist the correct allocations of properties to tenants through assessments and checks.
* Have a full understanding of lease agreements and tenancy rights and obligations and ensuring the tenant and landlord are aware of these.
* Ensure all acquired properties are recorded in line with property management systems and repairs are arranged and completed in a timely manner.
* Ensure that all void checks are completed to ensure compliancy with all health and safety regulations, and quickly re-let.
* Ensure all properties are brought up to at least CDLA standard by the landlord prior to signing the lease; in doing so advising on and linking with necessary departments and agencies for available grants and loans.
* Develop good working relationships with statutory, voluntary and private sector agencies and to encourage a co-ordinated approach to enable the best possible service with the aim of preventing homelessness or repeat homelessness.
* Ensure necessary data is collected and reports compiled to assist Durham County Council comply with funding requirements.
* Ensuring all acquired stock is managed effectively and in accordance with the Housing regulator’s requirements as registered social housing provider
* Ensuring all legal requirements in relation to the letting of CDLA properties are met.
* To efficiently manage Chapter Homes’ Lettings portfolio in accordance with the Service Level Agreement.
* To provide of a Housing Management / Facilities Management Service for other Council services, initiatives and external agencies as required including those subject to management orders in Selective Licensing designations.
* Contribute to the continuous improvement of the service and be involved in service reviews and the development of procedures and good working practices
* To apply the Council’s policies in the operation of the service.
* To implement changes to legislation and professional practice as directed within the service in a timely and efficient manner.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 or equivalent qualification
 | * A relevant professional qualification
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| Experience | * Experience of working with private landlords
* Experience of working in a similarly challenging role
* Experience of Facilities Management
* Experience of partnership working
 | * Experience of leasehold schemes
* Experience of purchase and renovation
* Experience of bringing empty homes back into use
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| Skills & Knowledge | * Excellent verbal and written communication skills, including the ability to prepare excellent quality written reports
* Good negotiation skills
* Ability to effectively plan & manage a high volume workload, working effectively under pressure to tight deadlines
* Effective interpersonal skills including ability to work as part of a team and in partnership with a wide range of external agencies
* Ability to use computerised systems to manage data to aid decision making
* Strong understanding of housing opportunities, policies, programmes and legislation, particularly relating to the private housing sector
 | * Local Government Experience
* Knowledge of other housing/homeless legislation
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| Personal Qualities | * Computer literate
* A caring approach and a desire to achieve a high quality of life for customers
* The ability to organise a caseload and work with minimum supervision
* The ability to deal with people effectively and sympathetically in sometimes difficult and sensitive situations
* The ability to liaise with other agencies in order to achieve the best results for all concerned
* Be able to work as part of a team and support other colleagues in their roles
* Flexible and willing to work outside normal working hours when required.
* Travel is an essential requirement of the post
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