

Housing Officer (Landlord Services)

Department	Housing Services
Pay Grade	G5
Responsible to	Housing Accommodation Team Leader

Role Purpose

The Housing Officer is responsible for the management and oversight of the Council's housing portfolio, ensuring properties are utilised effectively and managed in line with relevant legislation, policies and tenancy agreements. The role includes overseeing a diverse portfolio of properties and tenancies, ensuring the efficient delivery of housing management services across properties owned by the Council and its housing company.

Role Specific Responsibilities / Accountabilities

- Manage the Council's Private Rented Sector (PRS) portfolio, including landlord liaison, guaranteed rent arrangements, contractor coordination and day-to-day housing management.
- Provide tenancy sustainment support to PRS tenants, offering housing advice, signposting to support services and assisting tenants to maintain stable accommodation.
- Support tenants housed through the Local Authority Housing Fund (LAHF), working with West Sussex County Council and partner agencies to promote successful tenancy sustainment and integration.
- Manage tenancies across the Council's housing portfolio, including Council-owned properties, Horsham District Homes and other accommodation managed by the service.
- Complete tenancy sign-ups, statutory documentation, Right to Rent checks and ensure tenants understand their tenancy rights and responsibilities.
- Act as the first point of contact for tenancy management matters, including succession, assignment, household changes, joint tenancies and tenancy terminations.
- Monitor rent accounts, prevent and recover rent arrears, undertake financial assessments and take appropriate enforcement action where necessary.
- Investigate and resolve tenancy breaches, anti-social behaviour, tenancy fraud and other housing management issues, including preparing legal cases and representing the Council where required.
- Undertake tenancy visits, respond to housing management enquiries and emergencies, and work collaboratively with internal departments and external agencies to support vulnerable households and ensure compliance with housing legislation and Council policies.
- Administer bond agreements, rent deposits, rent in advance payments and other financial assistance schemes, ensuring compliance and accurate record keeping.

- Maintain accurate case records, tenancy files and management information systems, ensuring data protection requirements and record-keeping standards are met.
- Adhere to the Council's Health and Safety policies, Sustainability Programme, Codes of Practice and all corporate procedures.
- Manage all aspects of the tenancy lifecycle, including tenancy creation, tenancy sustainment, tenancy variations, transfers, succession, assignment, tenancy termination and property recovery, ensuring compliance with relevant legislation and Council procedures.
- Carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.

Essential Criteria

- GCSE level education or equivalent.
- Experience in private lettings or Registered Provider environments.
- Ability to work both independently and as part of a team.
- Strong verbal and written communication skills.
- Financial literacy with experience conducting financial assessments.
- Ability to engage with a broad range of stakeholders including the public, landlords, and partner agencies.
- Proficient ICT skills, especially Microsoft Word and Excel; adaptable to other software and document management systems.
- Strong customer service and telephone communication skills.
- Excellent time management and organisational abilities.

Additional Work Element

- Ability to undertake home visits and to attend meetings in and outside the district.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working, and excellence to build a culture of high performance, which inspires and supports the delivery of the council's District Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.

- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally, to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety, and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people, and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination, and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviors framework links to our values and identifies the core knowledge, skills, behaviors and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services.
- Develop effective customer relationships.
- Improve customer service to meet local needs and aspirations.

Achieving Excellence

- Strive to be excellent.
- Deliver increasing efficiency / effectiveness.
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers.

Our People

- Work collaboratively together as one team.
- Invest in own performance and career and support colleagues.
- Work creatively and responsibly.