

Housing Officer (Landlord Services)

Department	Housing Services
Pay Grade	G5
Responsible to	Senior Accommodation Officer

Role Purpose

The Housing Officer is responsible for sourcing and securing properties from private landlords to expand accommodation options for households needing Council housing support. The role also includes managing a varied portfolio of properties and tenants, encompassing privately owned landlord properties and those under the council's housing company.

Role Specific Responsibilities / Accountabilities

- Manage the Council's private rented sector service in line with current legislation, collaborating with internal departments to maximise rental opportunities.
- Support tenants housed under the Local Authority Housing Fund and liaise with West Sussex County Council Refugee Resettlement and Migration Service support workers.
- Conduct tenancy sign-ups for private rented sector and Horsham District Homes properties, ensuring prescribed documentation is supplied to tenants and that Right to Rent checks are completed in line with legislation.
- Assist landlords in bringing properties up to Horsham District Council's lettable standards.
- Coordinate maintenance requests with landlords and contractors to resolve issues promptly.
- Monitor tenant compliance with tenancy agreements, manage rent accounts, and ensure tenants receive appropriate housing-related support.
- Perform regular sustainment visits to tenants, addressing tenancy breaches and initiating possession recovery, including court action where appropriate.
- Manage challenging tenant behaviour professionally and effectively.
- Complete and update financial assessments related to tenancy and landlord services.
- Maintain detailed records for tenants, landlords, and financial transactions to support invoicing and service recharges.
- Process funding requests such as rent deposits and loan applications.
- Provide up-to-date information and guidance on private rented sector legislation to landlords and relevant agencies; assist with policy research.

- Organise information events to update local landlords on legislative changes.
- Respond to emergency cases outside of normal working hours as needed.
- Handle all enquiries related to the Council's Private Sector and Horsham District Homes properties via phone, email, and online channels.
- Adhere to the Council's Sustainability Programme, Health & Safety policies, and Codes of Practice.
- 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

- To be able 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.