

Tenancy Relations Officer

Department	Environmental Health & Licensing
Pay Grade	CG6-8
Responsible to	Principal Environmental Health Officer/ Housing Services Manager

Role Purpose

The Tenancy Relations Officer will have a pivotal role within the Council, giving advice, resolving disputes, and ensuring compliance with housing legislation in the private rented sector. The post-holder will provide expert advice and guidance on tenancy rights and housing legislation. They will promote positive relationships and good practice between landlords and tenants with the aim to prevent homelessness by intervening early in tenancy disputes and supporting lawful tenancy management.

The post-holder will ensure and enforce compliance with relevant housing legislation and in anticipation of the implementation of the Renters Rights Act 2025. They will work collaboratively with internal teams and external partners, such as the police, legal advisors, and other departments, to resolve complex cases and raise standards in the private rented sector ensuring the Council's legal and financial position is protected

Role Specific Responsibilities / Accountabilities

- Deliver comprehensive advice to tenants and landlords on all aspects of tenancy law, including deposits, repairs, rent arrears, and eviction processes in line with legislative regulations.
- Complete an assessment of the customers circumstances, in all cases, and inform them in writing of the Council's decision in accordance with the relevant legislation, seeking advice and guidance where needed from colleagues.
- Investigate complaints and suspected breaches of housing law, including conducting PACE interviews, gathering evidence and writing prosecution reports, including providing detailed guidance on civil proceedings, damage claims, injunctions, and court processes
- Ensure that an accurate, detailed record is kept of all interviews and the follow-up action taken (and that files are maintained to a high standard) in order to assist monitoring, decision-making and effective case management including the government's return.
- Liaise closely with case officers, Private Sector Housing and Housing Options teams, and other partners to ensure a coordinated response by all parties.

- Research and interpret legislation and case law, to ensure the provision of a professional, high quality casework service, and represent the Council in court as required.
- Develop, support, and promote initiatives to improve standards in the private rented sector.
- Build and maintain effective working relationships with private sector landlords, legal advisors, housing charities, and local councils.
- Attend related internal and external meetings as a Council representative as and when required and provide feedback to the appropriate Housing Teams and colleagues.
- Adhere to council financial regulations and contribute to service reviews and development activities.
- Prepare reports on trends and issues in the sector for internal and external audiences, utilise IT systems for case management and performance monitoring.
- To 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

- Strong analytical and problem-solving abilities with high attention to detail.
- Ability to work as part of a team and able to use their own initiative, with excellent prioritisation, time management and organisational skills.
- Excellent written and oral communication skills including able to communicate with a range of people including members of the public, organisations, landlords and agencies and managing expectations with the ability to explain complex legal information.
- Proven ability to manage competing demands in a pressurized environment and maintain professionalism in challenging and/or confrontational situations.
- Willingness to carry out any training relevant to the role.
- Ability to develop clear, relevant publicity and information materials that promote the Council's objectives.
- Able to write clear concise procedures, informative documents and letters to the public in relation to their specific legislative requirements.
- Full driving license.
- IT user with excellent knowledge of Microsoft Word and Excel and be able to learn and use different packages and document management systems, managing a personal caseload and meeting deadlines.

Desirable Criteria

- Knowledge of relevant housing legislation enforced by the Council and the duties of the Council in respect of this legislation.
- Knowledge of health and safety issues.
- Understanding of homelessness and housing issues including private sector housing and enforcement.

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 Corporate 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, inclusion, 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 all Health and Safety policies 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 people and 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 assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours 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