



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Private Sector Options Officer
Post Number	
Accountable to	Private Sector Options Manager
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	July 2024

Job Description - Principal purpose of job (role summary)

As Private Sector Options Officer you will support the Private Sector Options Manager to:

Effectively manage the lifecycle of a tenancy, ensuring a person-centred, preventative approach to dealing with tenancy management. This will include mediation with private landlords and tenants, identifying breaches and taking enforcement action where required.

You will have day to day accountability for the management of Opening Doors and Private Sector Leased tenancies across the property portfolio. You will be responsible for all key areas of housing management, arrears recovery, ASB management, letting void properties and all aspects of property and tenancy management identifying and making recommendations for improvements to ensure the Council's housing offer remains competitive.

Work with households and in partnership with other agencies, landlords, private and public sector services to identify those at risk of homelessness early and find innovative lasting solutions to prevention homelessness and meet housing need.

Engage with and establish strong partnerships with private sector landlords and their agents in order to support them to achieve high standards of customer care and meet their statutory obligations.

Prevent homelessness by reducing evictions, effectively managing rent accounts and increasing access to accommodation in the private rented sector for households in housing need.

Increase success of the Councils' private sector rented schemes and assist households in temporary accommodation to access suitable private rented accommodation either voluntarily or through the Councils' discharge of duty under Part 7 of the Housing Act 1997.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious

- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Effectively manage the lifecycle of a tenancy, ensuring a person-centred, preventative approach to dealing with tenancy management. This will include mediation with private landlords and tenants, identifying breaches and taking enforcement and legal action where required.

Accountability for the management of Opening Doors and PSL tenancies across the property portfolio including arrears recovery, ASB management, letting void properties and all aspects of property and tenancy management.

Monitor rent accounts to ensure residents in arrears are contacted promptly, payments are collected or mutually agreeable payment arrangements are implemented and monitored. Support tenants in receipt of welfare benefits to make and evidence their claims where needed and identify other support to enable tenants to thrive.

To maintain a detailed understanding of the private sector housing market in both Adur and Worthing, including need, supply and demand.

To engage and develop positive relationships with private sector landlord to provide specialist one to one support and advice when requested, including but not limited to: Advice on service of eviction notices and assistance with court application forms, property possession proceedings and dealing with anti-social behaviour.

To maintain an up to date knowledge of all relevant housing legislation including the Housing Acts 1988 and 1996, the Protection from Eviction Act 1977 and the Homelessness Reduction Act 2017.

To work closely with other teams in the Housing Needs service, identifying cases where homelessness could be prevented through timely allocation of privately rented properties.

To work with the Private Sector Options Manager to identify and develop the Council's relationships with landlords and private rented sector accommodation that can be utilised to discharge the local authority's duty in relation to homelessness and the prevention of homelessness.

To support and contribute to the Adur & Worthing Landlord forum.

Ensure all IT systems are up to date and all information relating to Opening Doors and Private Sector Lease placements is accurately recorded to allow for accurate data reporting.

To analyse income and expenditure data and complete thorough financial assessments of clients circumstances to establish available options to access private rented sector accommodation. Support households in temporary accommodation to find suitable permanent housing by developing creative solutions, including consistent use of the Social Housing Allocations Policy, the Private Rented Sector (PRS), low cost home ownership options, supported accommodation and any other source of suitable permanent accommodation.

To identify households in (PSL) temporary accommodation and Opening Doors properties who require additional support and liaise with support providers and other statutory agencies to assist clients in maintaining and sustaining their accommodation.

To work as part of a team on developing and managing a single person accommodation for

the under 35 age group e.g. lodging/rent a room.
To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe all policies and guidelines as defined by the Councils' Data Protection Officer and/or the Service Data Controller.
Commitment to occasionally participate in weekend and evening working if and when required.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	Educated to GCSE levels or equivalent	
Knowledge	Understands the diverse functions of a large complex public organisation	Knowledge of private sector housing law and security of tenure, particularly Assured

	<p>An understanding of the needs of homeless households</p> <p>Understanding of Welfare Benefits</p> <p>Understanding of partnership working</p> <p>Understand the challenges of resettling a homeless household into permanent accommodation</p>	<p>Shorthold Tenancies</p> <p>Experience of working with private landlords in a Local Authority or private sector lettings agency</p>
Experience	Experience of working within a housing or property management	
Communication	<p>Writes clearly and succinctly, conveying key information effectively and creating a positive impact</p> <p>Speaks in a clear and confident way, getting the key points across to a diversity of audiences.</p> <p>Ability to work with a range of internal and external partners to manage and support the best outcomes for customers</p>	
Relationship Building	Strong relationship building skills with ability to interact positively with vulnerable customers who are distressed or have complex needs	
Analytical	<p>Negotiates successfully, remaining open to suggestions, whilst significantly influencing outcomes</p> <p>Reaches sound judgements after careful and systematic evaluation of relevant facts</p>	
Planning/ Organising	<p>Good financial awareness and ability to undertake financial assessments</p> <p>Able work as part of a team and on own initiative</p> <p>Time management and organisational skills</p>	
Other requirements	Valuing kindness and compassion in the workplace	

	Hold a full driving license Able to travel within the Adur and Worthing Districts	
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Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	