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| **JOB DESCRIPTION** |

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| **Job Title:** | Accommodation and Tenancy Sustainment Officer  | **Job Number:**(HR use ONLY) |  |
| **Department / Service:** | Housing options | **Main location:**(i.e. where primarily based) | Council Offices, Farnborough Road, Farnborough GU14 7JU and in district |

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| **Hours of Work:** | 37 | **Post Restrictions:**(e.g. politically restricted and/or sensitive) | No |
| **Existing Grade & Salary Band:**(Where appropriate) | Grade 4 | **Regulated Activity:** (i.e., DBS check required) | Yes |

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| **Job Purpose:**(i.e., Context & summary of why the role exists) | This newly established role aims to secure suitable, affordable accommodation within the private rented sector for Rushmoor residents at risk of homelessness, including Ukrainian refugees and other vulnerable individuals.This role will play a key role in building strong relationships with landlords, managing Rushmoor’s rent deposit scheme, and working closely with key partners to provide long-term housing solutions. By facilitating access to stable tenancies, this role will help reduce reliance on unsuitable and costly temporary housing, such as B&B, ensuring residents can secure safe and sustainable accommodation.This position is instrumental in preventing homelessness, promoting housing stability, and fostering community integration. |

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| **Main Accountabilities/Responsibilities** |
| 1 | Develop and maintain strong partnerships with private landlords and letting agents to secure accommodation for people at risk of homelessness. |
| 2 | Administer and manage Rushmoor’s rent deposit scheme, ensuring efficient allocation and recovery of funds. |
| 3 | Support applicants in securing affordable and sustainable tenancies. |
| 4 | Negotiate tenancy agreements to ensure that they are compliant with current legislation. |
| 5 | Work closely with the housing team and support services, to prevent homelessness. |
| 6 | Provide financial guidance to tenants, helping them manage the financial aspects of their tenancy. |
|  | Help tenants set up their tenancies by signposting to relevant agencies and charities for help. In the case of vulnerable tenants provide more intensive support. |
| 7 | Monitor tenancy sustainment and intervene where necessary to prevent eviction. Supporting both the landlord and tenant to resolution. |
| 8 | Maintain accurate records and produce reports on housing placements and scheme effectiveness. |

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| **Other Responsibilities/Accountabilities** |
| 1 | Actively promote and model the council’s values and behaviours. |
| 2 | Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work. |
| 3 | Ensure that service delivery complies with current regulations, accepted professional standards, the Council’s policies and procedures and current legislation, including that covering data protection, health and safety, safeguarding children, vulnerable adults and equalities. |
| 4 | Undertake any other duties that are commensurate with the requirements of the post. |

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| **Budget responsibilities (if applicable)** |
| **Duties, Tasks & Activities – Describe the nature of any responsibility this post has for financial matters. (Egg: monitoring budget spreadsheet, small purchases, approving contracts).** | **Budget**(Provide details of the amounts involved and the extent to which these responsibilities are individual or shared with others). Please note where budget responsibility is stated, this will be verified with Finance to ensure approved responsibility. | **Indicative frequency**(i.e., how long, how often will this activity be undertaken). |
| Paying invoices | Raising invoices for rent deposits and rent in advance – usually in the region of £1,900 per invoice. Two to three invoices per week.Raising invoices for paying landlords when there has been a claim against a bond or rent deposit | Weekly |
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| **Income responsibilities (if applicable)** |
| **Duties, Tasks & Activities** | **Income level(s)**(Provide details of the amounts involved and the extent to which these responsibilities are individual or shared with others) | **Indicative frequency**(i.e., how long, how often will this activity be undertaken) |
| n/a | n/a | n/a |

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| **Staff Reports & Responsibilities** |
| **Reports** | **Title(s) or staff number** | **Grade** | **Level of mentoring, supervision and/or responsibilities** |
| **Responsible to** | Housing Options Manager  | G6 | Line manager  |
| **Responsible for** | N/A |  |  |

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|   **PERSON SPECIFICATION** |

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| **Education, Training and Qualifications** |
| **Describe the requirements of the job & how this will likely have been acquired. Ensure you state whether the post requires a qualification & at what level this is required. For example: GCSE, A-Level, NVQ, Degree etc.****This section should also be used to outline the level of training required to complete the job & how this training will usually have been acquired. (i.e., on the job training, professional CPD etc).** (\* items marked essential should form the basis of shortlisting criteria in Recruitment & Selection, & only applicants with the Essential requirements should be interviewed in a competitive situation). Give careful thought as to whether a qualification is essential or whether other training/experience would be acceptable as an alternative to a qualification. | **(E)essential** or **(D)desirable**\* | **How will this be assessed for new applicants:** (i.e. **(A)**application form / **(I)**interview / **(T)**tests or **(App)**raisal) |
| Educated to GCSE or above in English and Maths  | **E** | **Test and App** |

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| **Experience**  |
| **Describe the typical experience required for this role – how this will have been achieved etc.**You may also wish to give examples of the level of decision making this post holder will carry, the need for previous analytical, judgement or creative skills required in the role. | **E (essential) or D (desirable)?** | **How many years required:**  |
| Experience in housing, tenancy support, or property letting/ management. | **E** | **One**  |
| Experience of rent recovery work. | **D** | **One**  |
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|  **Additional knowledge requirements:**  |
| **Describe the organisational knowledge required to be successful in the job. Examples could include service specific knowledge, or knowledge of cross Council, or Cross organisational knowledge that the post holder is required to be successful in the role.**  | **Required?** | **How would this be acquired:**  |
| Understanding tenancy law, including landlord-tenant rights and eviction procedures. | E | **T/A** |
| Knowledge of the welfare benefit system including housing benefit. | E | **T/A** |
| Track record of working with vulnerable individuals and providing tailored support. | E | **T/A** |
| Knowledge about the local area of Farnborough and Aldershot | D | **T/A** |
| Knowledge of debt management and arrears prevention strategies. | D | T/A |
| Knowledge of Rent deposit schemes and bond guarantees. | D | T/A |
| Ability to provide guidance on budgeting and rent affordability for tenants. | D | T/A |

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| **Skills and Abilities** |
| Describe any skills and abilities here that have not been covered elsewhere. This could include interpersonal skills required, technical abilities, IT or software requirements etc that have not been identified elsewhere within this questionnaire. | **(E) Eessential** or | **(D)** **Desirable**  |
| Excellent communication and listening skills and ability to work with people from different cultural backgrounds  | **E** |  |
| Ability to work independently, taking responsibility to overcome challenges, with support from the wider team. | **E** |  |
| Strong organisational and time management skills, using systems effectively, prioritise appropriately, and enable timely responses to client needs. | **E** |  |
| Confidence with IT systems as a core element of day-to-day work, including case management, Teams and Microsoft 365 applications. | **E** |  |
| Ability and willingness to work with other services and external agencies. | **E** |  |
| Strong negotiation and relationship-building skills. | **E** |  |
| Ability to use translation services to ensure effective communication where needed. | **E** |  |
| Additional languages (Arabic, Ukrainian, Dari, or Pashtu) is a plus  | **D** |  |

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| **Any other requirements** |
| e.g., working evenings and weekends, full driving licence/own car, regular outdoor working, working at height etc. | **(E)essential** or **(D)desirable** |
| Full driving licence and car is required | E |