

# **PRS Placements Manager**

**Job Grade: Level 4, Zone 1**

## **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

## **About the role:**

- Ensure the council achieves the ambitions of its homelessness accommodation strategy and accommodation policy through maximising the number of suitable private rented homes made available to people in need of a placement.
- Contribute to success in meeting the ambitions of the council's private rented sector strategy through improving property standards, increasing supply and supporting a stronger voice for tenants.

## **Example outcomes or objectives that this role will deliver:**

- Through deep understanding of the rental market and our customer's needs, proactively and innovatively develop schemes, attracting new landlords as much as possible, to procure PRS housing and achieve a supply of suitable, affordable PRS tenancies that meets demand in accordance with the council's homelessness accommodation placement policy.
- Ensure challenging targets set for the return of empty homes to use are achieved or exceeded.
- Ensure our PRS access schemes continuously provide the best possible value to the council.
- Ensure placements into PRS access schemes are sustainable and meet all agreed standards, so that our customers' wellbeing and resilience are maximised and poverty minimised.
- Ensure all income generating schemes operate at maximum income.
- Ensure the needs of vulnerable children and adults accessing the service are met through the identification and addressing of support and care needs

- Ensure that staff are able to identify and address equalities needs.
- Ensure that Council resources are protected and only allocated to those in genuine need by detecting and preventing fraud.

## About you

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

**You are passionate about housing equality:** You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

**You are proactive:** You take action to address problems and support people, as early as possible.

**You keep services accessible:** You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents.

**You take a caring approach:** You listen, understand and have others' concerns in mind. You are happiest when residents are.

**You believe in doing things together:** Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

## Skills Framework:

**Proactive:** Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

**Collaboration and communication:** Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

**Data, digital and systems:** Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

**Equality, diversity and inclusion:** Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

**Safety and wellbeing:** Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

No formal qualifications are required but a high standard of general education attainment is essential.

Working knowledge of Housing Act 1996 Part VII is highly beneficial.

Working knowledge of related legislation, such as Protection from Eviction Act, environmental health legislation and welfare benefit legislation is highly beneficial.

### **Key relationships**

- Top quality relationships (with the council's interests placed first) must be established and maintained with private renting landlords and agents.
- Supervisory skills will be used to empower and enable staff to perform to the highest standard with minimal need for support.
- Ability to work with the Housing Needs Management Team to an excellent standard.
- Ability to work collaboratively across Directorates with other Managers to achieve Camden Plan outcomes.
- Ability to lead and inspire staff within Service.

### **Work environment**

- The role will mainly be based at 5 Pancras Square.
- Home working is available in agreement with your Manager.
- Visits will be required, such as to landlords, agents and homes made available to the PRS access schemes as and when necessary.
- Attendance at external meetings may be required, sometimes outside normal working hours, such as at private rented sector industry events.

### **People management responsibilities**

The post holder will report to the Temporary Accommodation Service Manager.

This role could have direct line management responsibilities for 5-7 level 3 officers.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

### **Is this role politically restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

### **Diversity and inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK

([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for adjustments**

**Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would**

**like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C**