

## **Job Profile Information: Contract Monitoring Officer**

**Job Grade:** Level 3, Zone 1

**Salary Range:** £30,893 - £35,488 per annum

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we are not just home to UK's fast-growing economy. We are home to the most important conversations happening today. And we are making radical social change a reality, so that nobody gets left behind. Here is 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, and the vision for Housing Services is to work deep into our neighbourhoods and within our communities to plan and continuously 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 provision of safe, secure and sustainable housing is a key pillar of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

The council has a statutory responsibility to provide temporary housing to vulnerable households threatened with or have become homeless. The temporary accommodation supply officer will be responsible for securing suitable and affordable accommodation to meet the council's statutory duty for those households requiring temporary accommodation.

### **About the role:**

The TA Supply Service procures emergency housing and property related management services from private rented landlord organisations. Our portfolio of properties is situated across various London areas and comprises nightly paid annexes, bed and breakfast hotels and a small stock of leased accommodation.

The Contract Monitoring Officer primarily provides administration support for the procuring and compliance processes contracting and onboarding property offers and services. An important dimension of the role is approving safety documentation, issuing instructions to landlords to take corrective action where information does not meet statutory legislation, building regulations or guidance. The role holder is customer facing with a range of internal and external stakeholders and leads on coordinating property inspections; landlords' occupancy checks and registering disrepair complaints.

### **Key Duties within the role:**

1. Provide administrative support in contracting temporary accommodation, ensure property offers are described correctly and charges by Managing Landlords comply with the Pan London Rates schedule that protects the council's financial interest. Prepare property lists and circulate information to the Allocation Service and other housing teams.
2. Lead on delivering a customer-focus service to occupiers of temporary accommodation by facilitating property inspections and recording inspection outcomes. Maintain a centralised Repairs Log and assign complaints of disrepair, pest infestations, anti-social behaviour and other occupancy or property issues to Managing Landlords, Repairs and Maintenance Officers, Allocations Service or other housing teams.
3. Approve landlords' safety certificates ensuring compliance with legal requirements. Issue landlord notifications for renewal of certificates, store submissions securely and maintain the TA Property Health and Safety Register and property folders up to date.
4. Collate suppliers' monthly portfolio returns, analyse information and present information in report format using appropriate data visualisations.
5. Coordinate audits for occupancy checks and oversee property hand backs.

### **About you:**

We are looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. 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:**

**Technical Knowledge and Experience:**

Educated to GCSE 'A' Level, or NVQ Level, or having equivalent experience of working in a busy housing environment.

An understanding of Housing Act 1996 Parts VI and VII along with the ability to draw upon relevant housing caselaw are essential.

An understanding of the Council's Housing Allocations Scheme is expected.

Knowledge of temporary accommodation provision and an awareness of property related Health and Safety compliance information.

Experience of providing administrative support in a housing context or other office environment working with a range of professionals and residents

Experience in delivering customer services, monitoring a range of front-line operational activities including records management and handling customers complaints.

Good verbal and written communication skills

Ability to manage personal time and own workload with minimal supervision.

Experience of gathering, analysing and reporting data using appropriate visuals

**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 create change where change is needed, rather than waiting for change to happen and reacting to it.

**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. If there is something you cannot help with, you will find someone who can.

**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. You know that residents are the experts on the housing and services they want and need, and you make sure they are heard in the work that you do.

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 cannot 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.

### **Key relationships**

The postholder will work closely with the TA Supply Manager and colleagues in the TA Placements and TA Operations Team. Strong working relationships with landlords, managing agents and property providers currently working or seeking to work with the Council.

### **Work environment**

The postholder will be based at 5PS, however, the nature of the role will require you to undertake visits and inspections to properties located within and outside Camden borough. Some home working may be available in agreement with your line manager.

### **People management responsibilities**

The post holder will report to the TA Supply Manager and has no direct line management responsibilities.

### **Over to you**

We are ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we will redefine what a career can be. If that sounds good to you, we would 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 wonderful 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 is not. 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**