

Job Profile Information: Tenancy Relations Officer

This supplementary information for *Tenancy Relations Officer* is for guidance for Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- Working within a multi-disciplinary team to tackle rogue landlords and letting agents exploiting tenants in Camden.
- Take the lead on and personal responsibility to provide advice, advocacy and assistance to tenants on their rights and responsibilities and landlords/letting agents on their rights and obligations.
- Understand complaints, investigate, negotiate and mediate between parties where possible to achieve positive outcomes.
- Investigate alleged offences under the Protection from Eviction Act 1977, Housing Act 2004, the Housing and Planning Act 2016 and other relevant legislation.

Example outcomes or objectives that this role will deliver:

- Responsibility for the timely investigation of requests for assistance and/or intelligence leads, including use of appropriate interventions in line with the Camden Plan priorities and enforcement policies.
- Carryout pro-active inspections with EHO's to gather evidence from tenants to detect Housing crimes.
- To keep abreast of all relevant new and draft legislation, advice, regulations, training updates and other developments relevant to delivering this role and improving service delivery.
- To be self-directing and to take responsibility for their own learning and development and be confident to identify opportunities for innovation to improve the service in terms of creating and improving policies and procedures, particularly through the evaluation and review of case work performance and customer feedback.
- To manage a complex caseload with competing priorities.

People Management Responsibilities:

None

Relationships;

This role will be expected to build and sustain effective partnership relationships with customers, colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Private sector tenants
- Landlords and letting agents
- Cabinet Members and Ward Councillors
- Directorates and services across the Council
- Government Departments and other Local Authorities, especially the MHCLG
- Police
- Work collaboratively with staff in other teams including Housing Needs and Trading Standards.

Work Environment:

- The role will be based in our offices at 5 Pancras Square where staff are expected to base themselves alongside colleagues, with a significant amount of time on-site investigating complaints, carrying out programmed inspections and attending external meetings.
- The role will involve lone working in a diverse range of environments, some potentially hazardous or sensitive in nature. A thorough understanding & adherence of the Council's Health & Safety Policy & guidance is imperative. You will know how to handle a wide range of situations and be prepared to receive advice and training to enhance your skills.
- The post holder will be expected to work independently and with minimal supervision, and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to community of Camden. The post holder may require guidance from senior officers on occasion.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder may be required to work at weekends, early mornings or in the evenings.
- The post holder will work in an "agile" way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

Technical Knowledge and Experience:

- **Essential:** Experience in a tenancy relations role or similar where the role covered investigating matters relating to incidents of harassment and illegal eviction under Protection From Eviction Act 1977 and associated legislation. Including experience of attending site, interviewing parties, determining whether an offence has occurred and preparing a case for consideration for prosecution.
- Have a detailed knowledge of the legislative framework relating to tenant and landlord matters and experience in its application to casework in order to:
 - Identify and secure innovative interventions in the investigation of complaints and following up intelligence leads.
 - Prepare and write clear reports and other documentation relevant to legislation and service of notices.
 - Report and recommend enforcement action for failure to comply with requirements of legislation and statutory notices.
 - Attend court, prepare and give evidence as required; and participate in PACE interviews.
- Ability to critically review and analyse complex information and formulate plans of action in accordance with policies and procedures.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and to ensuring a customer service focused approach.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to complaints and Camden objectives.
- Demonstrate good customer care and communication skills in explaining complex and technical issues accurately, clearly and concisely both orally and in writing when dealing with all service users.
- Capacity to show resilience and tenacity in the face of difficult cases and work effectively to resolve these.
- Experience of dealing with the public, face to face and ability to defuse confrontational situations.
- Knowledge of and ability to manage sensitive intelligence and information securely.
- Understand importance of accurate data entry in relation to updating management information systems and the consequential impact on business intelligence for the service.
- Demonstrate an awareness of politically sensitive issues.
- The role will be based in an “enabled and empowered team” focussed service where all officers are expected to work as “one team” to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

Chart Structure

