

Job Profile Information: Contract Monitoring Officer

Job Grade: Level 3, Zone 1

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

This supplementary information for Contract Monitoring Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Housing and Tenancy, Level 3, Zone 1.

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:

The TA Procurement and Compliance 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.

Example outcomes or objectives that this role will deliver:

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.

People Management Responsibilities:

(Number of reports, nature of management responsibility)

None

Relationships:

(Nature of relationships and partnerships e.g., internal, external, and level)

External:

Landlord Agents
Registered Providers
Environmental Health Teams
Planning Authorities
London Housing Authorities

Internal:

Allocations Placements Services
Homeless Preventions Services
Property Services (Temporary Accommodation Group)
Resident and Tenancy Services
Private Sector Housing (Environmental Health Officers)
Floating Support Service

Work Environment:

Primarily home based at this point but will be subject to change. Will require some office working based within the Council premises at 5 Pancras Square, Kings Cross. This building comprises a swimming pool, leisure centre, library, customer access centre, café and office accommodation and is one of the greenest buildings in London. Some travel to offsite meetings, e.g., landlords' offices or other council offices may be required. providers' offices, service locations, other Council's offices may be required.

The Contract Monitoring Officer work 36-hours per week and can utilise the council's flexible working arrangements

Technical Knowledge, Experience and Skills for the Role:

- 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

Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours:

(Refer to Camden Behaviour framework)

Core Behaviours	
Adaptability	Level 2
Customer Service	Level 2
Driving Improvement	Level 2
Working Together	Level 2

Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:

(Refer to Camden Behaviour framework)

Additional Behaviours	
Analysis and Judgement	Level 2
Building Support	Level 2

Structure Chart

