

Lancaster City Council - Job Description & Person Specification

Job Title:	Landlord Liaison Officer	Grade:	GGS8	Job Code:	LCC469
Service/Team:	Housing Options	Role Type: *Delete as appropriate	HYBRID / HYB/CSV / FIXED / COMM	Reports to: *Title & LCC Code	Sharon Parkinson, Housing Options Manager
Line Manages: *Title/s & LCC Code	Not applicable				

Job Overview

Overview

- **Support both landlords and tenants** to create successful, sustainable tenancies, with the overarching aim of preventing and relieving homelessness.
- **Act as a key point of contact and mediator** between private landlords, supported housing providers, social landlords, and tenants, offering expert advice and guidance on tenancy sustainment, landlord responsibilities, and tenancy agreements.
- **Provide early intervention** where there is a threat of homelessness, working closely with internal teams and external agencies to achieve positive outcomes.
- **Ensure compliance with relevant legislation and best practice**, including the new Renters' Rights Act.

Direct Responsibilities

- **Build and maintain strong relationships** with private landlords, letting agents, supported housing providers, and social landlords to identify tenants at risk of homelessness and implement early intervention strategies, including referrals to support services and practical tenancy support.
- **Mediate and resolve disputes** between landlords and tenants, aiming to avoid evictions and sustain tenancies. This includes understanding the reasons for eviction and working towards positive outcomes for all parties.
- **Advise on and support access to financial assistance schemes** (e.g., rent deposits, arrears management, landlord incentives) to help prevent homelessness and support tenancy sustainment
- **Work collaboratively with internal teams and external agencies** to provide comprehensive support to tenants, including access to floating support, benefits advice, and referrals to specialist services.
- **Work closely with the Housing Standards team**, to ensure tenants' rights are protected and landlords are supported to comply with legal requirements
- **Provide up-to-date guidance** on changes in housing law, especially the Renters Rights Act, ensuring landlords and tenants are informed and compliant
- **Deliver training and support** for landlords on best practice, tenancy sustainment, and homelessness prevention.
- **Monitor tenancy sustainment measures** and proactively provide advice and interventions to reduce the risk of tenancy breakdown.
- **Maintain accurate records and prepare reports** as required, ensuring legislative and audit requirements are met.

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Primary Measurable Objectives
<ul style="list-style-type: none">• Reduce the number of evictions and homelessness presentations resulting from tenancy breakdowns, through early intervention and mediation.• Deliver timely and effective mediation between landlords and tenants, with a target for resolution before formal eviction proceedings begin.• Increase the number of private landlords engaged with council homelessness prevention schemes and forums.• Ensure all landlords and tenants supported are informed and compliant with the latest housing legislation, including the Renters Right Act, measured by training attendance and feedback
Staff Management Responsibilities
<ul style="list-style-type: none">• None

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	Comprehensive knowledge of housing and homelessness legislation.	Completion of Mediation Training Hold a relevant housing qualification or show an equivalent capability	App Form, Interview, Certificate
Experience	Experience of working in the housing/homelessness sector Experience of working alongside vulnerable households, those with complex needs or in a challenging environment Ability to mediate and negotiate in difficult situations Experience of working effectively in partnership with and liaising with a range of stakeholders Commitment to providing high quality customer services.	Experience of working with landlords Experience in homelessness prevention and tenancy sustainment	App Form, Interview
Job Related Skills, Knowledge & Abilities	A good understanding and knowledge of the main causes of homelessness and rough sleeping, and the barriers that people face when trying to access accommodation and support services. Excellent communication, negotiation and influencing skills, including written communication skills and listening skills. Ability to impart relevant financial and legal information		App Form, Interview

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	<p>to customers and to inform decision making process.</p> <p>Proficient in use of IT systems including data management systems.</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome.</p> <p>Understanding of confidentiality, safeguarding, equal opportunities and GDPR.</p>		
<p>Personal Attributes Including Interpersonal & Communication Skills</p>	<p>Innovation and drive, with a can-do attitude</p> <p>Ability to work as part of a team and/or alone and use own initiative</p> <p>Commitment to professional and personal development</p> <p>Adaptability and willingness to learn.</p> <p>Understanding of a Trauma informed approach when working with vulnerable people</p> <p>Commitment to delivering the best possible services for both internal and external customers.</p>		App Form, Interview
<p>Special Requirements/Other</p>	<p>Able & willing to work outside normal hours when required.</p> <p>Able and willing to travel mostly within the district but from time to time to other locations within the UK</p>		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	