

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Tenancy Relations Officer	<b>Grade:</b>	GGS9	<b>Job Code:</b>	LCC899
<b>Service/Team:</b>	Housing and Property – Housing Standards.	<b>Role Type:</b>	HYBRID	<b>Reports to:</b>	Housing Standards Manager.
<b>Line Manages:</b>	None				

### Job Overview

#### Overview

Preventing and resolving disputes between landlords and tenants, ensuring compliance with housing legislation and promoting fair and lawful rental practices. The role involves providing advice on rights and responsibilities, investigating complaints such as harassment and illegal eviction, and undertaking enforcement action where required. The post holder will play a key role in supporting and delivering the implementation of the Renters’ Rights Act, ensuring new statutory requirements are effectively applied while protecting tenants’ rights and supporting landlords to achieve compliance.

#### Direct Responsibilities

- Provide clear, accurate advice to landlords and tenants on their rights and responsibilities under housing and tenancy legislation.
- Work with the Housing Options Team to maintain tenancies and prevent homelessness
- Work with the Landlord Liaison Officer to promote compliance with landlord and tenant legislation.
- Support the implementation of the Renters’ Rights Act by advising on new legal duties and ensuring compliance across the private rented sector.
- Work proactively with landlords, letting agents, tenants, and partner agencies to prevent tenancy disputes and promote early resolution.
- Mediate between parties where appropriate to achieve lawful and sustainable outcomes.
- Maintain accurate case records and produce reports in line with service and legal requirements.
- Investigate complaints relating to harassment, illegal eviction, and other breaches of tenancy law.
- Take appropriate enforcement action, including gathering evidence, preparing case files, and supporting legal proceedings where required.
- Appear on behalf of the Council at Tribunal and in court as required.
- Contribute to policy development, service improvement, and public awareness of tenancy rights and standards.

#### Primary Measurable Objectives

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- Act as a professional officer responsible for improving private housing and in providing advice and professional assessments and reports.
- Interpret and apply legal standards relevant to the circumstances. Prepare legal case files and represent the Council in Court and at Tribunal with support.
- Respond to service requests within the appropriate timescales and provide a high standard of customer service and networking with colleagues and partner agencies, aiming to make a positive difference in our communities and to promote public reassurance.
- Manage and deliver a personal caseload producing timely and effective results in advice, problem solving, investigations and enforcement.
- 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.
- Ensure all landlords and tenants supported are informed and compliant with the relevant housing legislation
- Participate actively in learning, service development and continuous improvement.

### **Staff Management Responsibilities**

- None.

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<b>Person Specification</b>			
<b>Knowledge &amp; Educational Requirements</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Assessed by: App Form, Interview, Certificate, Test, Other...</b>
<b>Specialised Qualifications &amp; Training</b>	Possession of a relevant subject at degree level or equivalent professional experience in a housing context	Housing qualifications awarded by the Chartered Institute of Housing (CIH) qualifications	App Form, Interview, Certificate
<b>Experience</b>	<p>Experience of :</p> <ul style="list-style-type: none"> <li>working in the housing sector</li> <li>working alongside vulnerable households, those with complex needs or in a challenging environment</li> <li>mediating and negotiating in difficult situations</li> <li>working in housing regulation and enforcing standards.</li> <li>working effectively in partnership with and liaising with a range of stakeholders</li> <li>providing high quality customer services.</li> </ul>	Experience of working in a similar role providing tenancy support.	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	Able to influence, negotiate and encourage others, resolve conflict and deal		App Form, Interview

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	<p>effectively with challenging situations.</p> <p>Have a detailed knowledge of current private sector housing issues and priorities.</p> <p>Have a detailed knowledge of housing, and landlord and tenant related legislation.</p> <p>Demonstrate excellent verbal and written communication skills with the ability to present information coherently and concisely to different audiences.</p> <p>Be proficient in use of IT systems including data management systems.</p> <p>Have the ability to understand and explain legislation, procedures and requirements to others to ensure compliance</p>		
<p><b>Personal Attributes</b> Including Interpersonal &amp; Communication Skills</p>	<p>Have the ability to work with minimal supervision.</p> <p>Be able to manage own case/workload within the boundaries (of autonomy) agreed with the service manager.</p> <p>Be able to use a range of appropriate communication styles to influence others</p> <p>Demonstrate a determination to achieve challenging targets</p> <p>Display a commitment to personal and professional development and learning.</p> <p>Have the ability to recognise and manage customer</p>		App Form, Interview

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	expectations, handle complaints and to provide and receive feedback		
<b>Special Requirements/Other</b>	None.		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.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	