

Landlord Liaison Officer

Service	Reporting to	Location	Grade	Hours
Salford Housing Options Point	Principal Officer – Salford Property Link	Salford Civic Centre	3A	Full-time (36 hours per week) Flexible working arrangements considered

About the role

- Develop effective working relationships with colleagues, partners and key stakeholders to support the delivery of homeless prevention and floating support services.
- Manage and maintain processes that capture customer feedback to create a culture of continuous improvement.
- Promote, encourage, and support customer involvement and engagement.
- Compile detailed inventories to include pictures, full property video and a detailed written description to minimise any future liability disputes.
- To undertake property inspections to ensure compliant under Housing Health and Safety Ratings System.
- Procure suitable properties within the private rented sector to increase move on accommodation for households in statutory temporary accommodation or those identified as rough sleepers.
- Ensure all landlord agreements are negotiated in line with the relevant management packages available with SPL.
- Be responsible for the effective implementation of any relevant policies and procedures within Salford Property Link.
- Contribute towards the delivery of an effective Social Lettings Agency by providing both a telephone, face to face and home visit service when necessary.
- Work alongside SPL tenancy management officers to ensure all properties are tenanted in line with SPL's allocations processes.
- To maintain detailed and accurate records of all landlord contact and ensuring all necessary correspondence is sent and recorded.
- Signposting to relevant advice services when required.
- Build and maintain knowledge of relevant legislation relating to property and tenancy management and welfare reforms.
- To ensure that all landlord liaison work is undertaken within the service specific Data protection and Confidentiality policies.

Job code:
Job score:
Date of evaluation:

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Key outcomes

- Be responsible for providing a high-quality tenant property portfolio and remain consistent and pro-active. Whilst also ensuring properties managed are affordable and sustainable for those on low incomes or in receipt of Local Housing Allowance.
- Handle queries and negotiations with landlords in order to meet the required terms and conditions whilst focusing on SPL income maximisation.
- Assist in making recommendations on relevant policies and procedures and contributing to the overall performance of the team.
- Be aware of, and keep up to date with, current and relevant legislation.
- To operate working protocols across other services and departments to ensure smooth and effective delivery of a joined-up service to all.
- Ensure all properties are inspected and meet requirements HHSRS and fire safety regulations. Overseeing a schedule of works to assist the landlord in completing any required repairs prior to property sign up.
- Compiling accurate records to ensure we have full details of every contact and discussion with the landlord and we have a full suite of documents to evidence compliance and property condition.
- Working alongside the Tenancy Management Officer to resolve any landlord enquiries relating to breach of contract and ensuring new properties are allocated in line with the allocations policies to minimise void loss.
- High focus on marketing and networking by attending relevant events and engaging with services such Housing enforcement, regulatory services and marketing.

What we need from you

- To model and demonstrate our values and behaviours.
- Personal and professional credibility at all levels of the organisation that demonstrates the positive contribution you can make to service delivery.
- Models and demonstrates the City Council's values (the 4 P's) and leadership behaviours.
- Ability to adapt and respond to change and challenges in a positive manner.
- Up to date knowledge of legislation such the Homelessness Reduction Act 2018, the Landlord and Tenants Act 1985 and Fire Safety Regulations.
- A knowledge of the city of Salford's environment and its widely differing needs across the range of services and wider issues in local government, partner organisations, public and private sector.
- Ability to support colleagues and work together in a one team approach to ensure all service goals and targets are met.
- Fully embrace the development of annual team and service improvement plans and provide regular feedback through 1to1 and appraisal process.
- Understanding of working in a political environment and decision making in a public body where outcomes may not always be able to meet expectations.
- The ability to travel across the Salford and Greater Manchester areas, either using a vehicle insured for business use, the car share scheme or using public transport.

- Influencing and stakeholder management skills and the ability to build relationships.
- Capability in achieving departmental outcomes and meeting the organisational priorities.
- Skilled communicator who can deliver difficult and challenging messages with clarity in line with the Local Authorities responsibilities surrounding Homelessness and other legislation.
- Ability to work as part of a team, whilst being self -motivated and the ability to use initiative.
- Good negotiation skills to manage in-house and external scenarios requiring a resolution.
- The ability to work in close collaboration with landlord, housing enforcement, regulatory services and marketing to procure a high number of PRS properties to prevent or relieve homelessness across the city.
- Responsible for the knowledge and understanding of own personal and team objectives and priorities and how the role contributes to achievements.
- A flexible, creative, and innovative solutions focused approach.
- Willingness to undertake training and/or qualifications relevant to the role.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

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Salford City Council