

## Private Rented Sector Support Officer

## Role Profile

**Service:** Housing Options Service Trafford (HOST) – Place Directorate  
**Band:** Band 3  
**Reporting to:** Private Rented Sector Lead (HOST)  
**Responsible for:** No direct reports



**TRAFFORD**  
**COUNCIL**

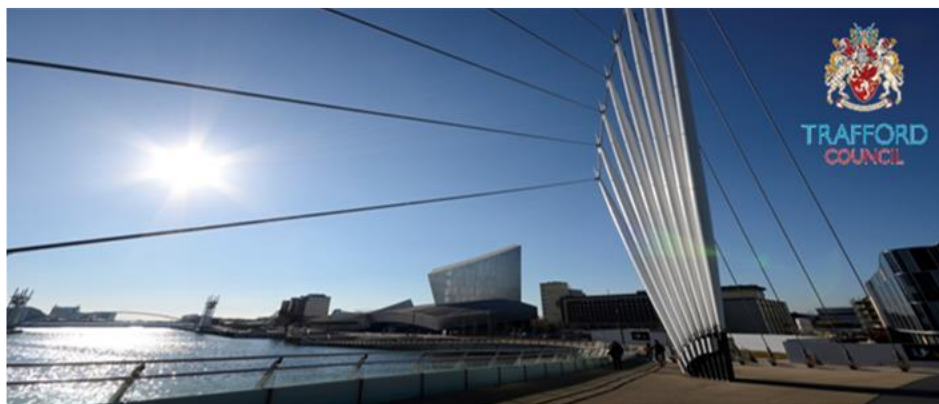
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills, and knowledge you will need for the role.

We are a values-based organisation, and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

The Housing Options Service Trafford (HOST) sits within the Growth, Communities and Housing Service. The HOST function provides a responsive and effective service to homeless residents of Trafford.

### Your Main Priorities

- Supporting the Private Rented Sector (PRS) Lead within HOST to increase the portfolio of private sector accommodation in Trafford that can be utilised for homeless households.

### Key duties

- Assisting the PRS Lead within HOST to increase the portfolio of private rented properties for use by HOST.
- Administering and responding to landlord enquiries, including assisting with property sign-ups and dealing with repairs.
- Processing Housing Benefit payments, liaising with the Revenue and Benefits Team, the client, HOST Officers and the Tenancy Support Officer.
- Arranging and facilitating meetings with landlords and other colleagues within the Council.
- Assisting with the administration and co-ordination of property inspections.
- Ensuring that the Rent & Bond Scheme spreadsheets are up-to-date.
- Carrying out scanning of documents for systems and tenancy files.
- Establishing and sustaining trust and confidence with stakeholders, partners, tenants and communities by demonstrating personal and professional behaviours that meet with Trafford Council Values.

- Embracing and participating in own personal development initiatives in order to increase skills and knowledge to ensure that the objectives and targets of the service are met.
- Undertaking other duties appropriate to the post as may be reasonably required by the Council as Employer in compliance with the Contract of Employment.

## About You

### **Qualifications and Professional Development**

- GCSE in English and Maths (Grade A-D) or equivalent
- NVQ 2 in Business Administration or equivalent
- Commitment to personal and professional development

### **Knowledge and Experience**

- 1-2 years' experience in a similar role
- Experience in delivering high customer service standards and understanding of the different needs of different customers
- Experience of working within a multi-functional team and communicating with partner and key stakeholders with a proven track record of delivering an excellent range of services to a diverse community
- Understanding of the requirements of the General Data Protection legislation and principles
- Knowledge of safeguarding and safeguarding responsibilities
- Experience of guiding or advising on standard procedures and processes
- Proficient in the use of IT software packages, including databases and the use of spreadsheets, inputting and calculating with accuracy

### **Skills and abilities**

- Effective communicate skills (both verbal and written), with the ability to present information clearly, concisely, accurately and in ways that promote understanding

- Ability to establish excellent working relationships with colleagues, managers, partners, clients, and key public and private sector stakeholders
- Highly developed planning and organisational skills; able to manage your daily workload and deliver to both independent and team deadlines
- Ability to focus clearly to achieve defined results and outcomes
- Good numeracy and analytical skills, researching and reviewing information to formulate new ideas
- Able to draft standard and non-standard documentation using corporate templates, reports and spreadsheets, accurately, efficiently and with minimal supervision
- Flexible and adaptable, and able to respond well under pressure to changing work priorities
- Able to use own initiative, including an ability to respond independently to unexpected problems and situations

**Special Conditions**

- Willing and able to travel to sites within the Trafford borough and Greater Manchester if required

|                       |                               |
|-----------------------|-------------------------------|
| Date prepared/revised | New role profile – 21/07/2023 |
| Prepared/revised by   | C Siddall / R Pollard         |
| Job Evaluation        | 20/07/2023                    |

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.