

Job Description

Job Title	Housing Solutions Tenancy Relations Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing - Housing Solutions
Grade	6
Competency Level	2
Salary	£35,412 – £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A9478

Job Purpose

To facilitate and provide advice, support, and mediation services to tenants and landlords in the private rented sector, ensuring compliance with housing legislation and promoting good tenancy relations.

To work in a preventative way, exercising relevant powers to investigate and take action against illegal evictions, complying with relevant codes of practice and working with key partners such as the police and housing enforcement colleagues.

This role will make recommendations for service improvement based on lessons learned from case work and will be a subject matter expert, delivering feedback, and relevant updates and advice to Housing colleagues across the directorate.

Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Solutions Assessment and Prevention Team Leader

Main Areas of Responsibility:

- Provide comprehensive advice to tenants and landlords on their rights and responsibilities under housing legislation. Assist in the resolution of disputes, including rent arrears, maintenance issues, and eviction processes
- Mediate disputes between landlords and tenants to find amicable solutions. Handle complaints related to housing conditions, tenancy agreements, and illegal evictions
- Monitor and enforce compliance with housing regulations and legislation, including Housing Act 1988, Landlord and Tenant Act 1985, Protection from Eviction Act 1977
- Organise and deliver workshops and training sessions for stakeholders, landlords and tenants on best practices and legal requirements. Develop informational materials and resources to educate the community about tenancy rights and responsibilities
- Maintain accurate records of all cases and interactions, ensuring confidentiality and data protection compliance
- Prepare reports on trends and issues in the private rental sector for internal and external stakeholders

- Build and maintain relationships with external organisations, including legal advisors, housing charities, and local councils
- Provide an excellent customer care service which promotes a positive image of the service to all applicants, advocates and internal and external agency customers whether in person, by phone or any other method of communications to raise customer care concerns about the service
- To represent Housing Solutions at case conferences as appropriate and to participate in training as and when required
- Represent the organisation at meetings, forums, and events related to housing and tenancy issues
- Monitor for changes in housing legislation and policies
- To work autonomously with strong time management ethic and adherence to deadlines
- To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups
- Actively contribute to building a collaborative, inclusive, and professional team culture
- To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service

Supervision and Management Responsibility:

Not applicable

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role may require visiting client property and district work

Corporate Responsibility:

- Contribute to the delivery of the Council Plan and Housing strategies
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Level 3 qualification (or equivalent) in a relevant to homelessness, housing, law, social work equivalent or related field, or extensive proven experience in a similar role (A)

Desirable

- Training in mental health awareness, substance misuse, or domestic abuse support
- Certification in trauma-informed care

Experience

Essential

- Extensive knowledge of, and experience in applying homelessness and housing related legislation and caselaw (A/I)
- Experience of applying legislation from Part 6 and Part 7 of the Housing Act, and other relevant legislation, case law and best practice to homelessness or review cases (A/I)
- Proven experience in a housing-related role, such as a tenancy officer, housing advisor, or similar position (A/I)

Desirable

- Experience of representing clients in a court setting
- Experience in mediation or dispute resolution
- Experience of taking enforcement action relating to housing matters

Skills/Abilities

Essential

- Strong communication skills, both written and verbal, with the ability to explain complex legal information so it is easily understood by diverse range of customers (A/I)
- Mediation and negotiation skills, with the ability to manage conflict effectively (A/I)
- Strong analytical and problem-solving skills (A/I)
- High level of accuracy and attention to detail (A/I)
- Proficiency in using differing IT systems, including case management software and MS Office (A/I)
- Empathetic and approachable, with a strong customer service orientation (A/I)
- Ability to work independently and as part of a team (A/I)

Desirable

- Resilient and able to handle challenging situations calmly and professionally
- Experiencing of prioritising competing demands in a pressurised environment, recognise service priorities

- Experience of achieving performance targets and meeting departmental objectives

Commitment

Essential

- Empathy, patience, and a non-judgmental approach to working with people from diverse backgrounds (A/I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous professional development and staying updated on legislative changes
- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness

Other

Desirable

- Willingness to represent the service or directorate at meeting out of normal office hours