

# **GREENWICH COUNCIL**

## **JOB DESCRIPTION**

**DIRECTORATE: HOUSING SERVICES**

**SECTION: Housing Procurement      GRADE: S02**

**DESIGNATION: Housing Procurement Officer**

**REPORTING TO: Senior Housing Procurement Officer**

### **DUTIES OF POST**

#### **GENERALLY**

To be responsible to the Senior Housing Procurement Officer for;

1. Assisting with the delivery of the Housing Procurement Service, so as efficiently deliver advice, casework and the administration of private sector housing procurement.
2. Undertake activities to proactively identify empty properties and bring them back into use.
3. Managing an individual caseload as allocated by the Senior Procurement Officer.
4. Building relationships with private sector landlords, agents and other housing providers in order to procure and develop housing options for households in housing need.
5. Working closely with internal and external partner agencies, in order to ensure that applicants moving into private sector housing have the necessary support to enable them to manage and sustain their tenancy.
6. The carrying out of a range of services and functions delivered by the Housing Procurement Service.

#### **SPECIFICALLY**

1. To undertake casework in relation to service users of the Housing Procurement Service. Casework may be carried out via a range of means of communication including home visits.
2. To ensure that private sector properties offered to service users are suitable for their needs, enabling the Royal Borough to discharge its duties under homelessness legislation.
3. To manage and prioritise an allocated private sector housing procurement caseload, identifying and reducing/managing risks, exploring the most effective method of progressing cases and co-ordinating with other stakeholders, as appropriate. Such

casework may include, but need not be limited to; maintaining records of the condition of inspected properties and re-inspecting as required; recording deposit guarantee payments; advising relevant teams regarding tenancies ending; working to bring empty properties back into occupation and negotiating with landlords on their future use; processing applications; preparing associated documentation and generally ensuring that effective client support is maintained.

4. To produce statistical information and run reports to allow the effective management of budgets, performance indicators and other outputs.
5. To provide information to the Senior Housing Procurement Officer on available accommodation and feasibility of acquiring accommodation for specific households.
6. To proactively locate and identify empty properties and undertake activities to bring them back into use. Providing owners of empty properties, the public and others with information and advice on the means to bring empty properties back into use, including advice on legislative requirements; planning, building control, environmental health and housing, and eligibility for funding for repairs and/or improvements. To manage cases through the empty property policy, including; enforced sale, compulsory purchase order and Empty Dwelling Management Orders. To liaise with Environmental Health and Building Control as necessary.
7. To review and monitor action taken to return empty properties to residential use and report progress on the empty property strategy on a regular basis to officers, members and other interested council departments.
8. Assist the Senior Procurement Officer in the day-to-day management of service budgets, ensuring that orders and payments are properly authorised, accurately recorded and monitored, and that resources are effectively managed within budget limits. To assist with the development of actions to limit, maintain or increase commitment, expenditure or income as appropriate. To be responsible for meeting service performance targets.
9. To develop and maximise the range of private sector housing solutions available to service users in housing need, building relationships with landlords, agents and housing providers, developing and maintaining specialist knowledge of the local housing market.
10. To perform checks required for Greenwich Landlord Accreditation Scheme and the London Landlord Accreditation Scheme and advise landlords about the schemes.
11. To be responsible for ensuring that all properties are properly inspected and meet all relevant standards and accreditation requirements and are deemed suitable prior to; referrals to applicants; take up of tenancies; authorisation of bond guarantees or payments. Inspecting properties at the end of a tenancy, negotiating any payment due to the landlord.

12. To ensure that all necessary support arrangements for vulnerable households taking up private sector tenancies are arranged and co-ordinated and that suitable properties are identified and matched to their needs.
13. To liaise with other council departments and external agencies so as to; assist with the procurement of properties for Limited Leave to Remain Clients; and effectively manage any associated joint projects with RSLs.
14. To assist with the development, implementation, maintenance and monitoring of effective procedures to combat fraud and to support the Home Improvement Manager to bring prosecutions where appropriate.
15. To take an innovative approach to the development of new housing opportunities and make recommendations to the Senior Housing Procurement Officer and Temporary Accommodation and Housing Procurement Manager, regarding the feasibility of new schemes and / or council working practices.
16. To assist with the development of a range of private sector housing initiatives. These may include [but need not be limited to]; actively working with private sector landlords, lettings agents, Registered Providers, Environmental Health, Housing Benefits and the Rent Service to secure a mixed stock of affordable private sector properties both within and beyond the borough boundaries; deposit guarantee, rent in advance & incentive payments schemes; developing and implementing landlord accreditation; identifying opportunities for developing hostels and supported housing schemes with private sector providers.
17. To ensure that accurate and confidential records of property inspections, assessments and significant contacts with applicants, landlords and agencies are maintained.
18. To liaise with statutory, professional and other bodies so as to ensure that all relevant legal requirements are met.
19. To ensure that procedures to combat fraud are fully implemented.
20. To deal with general enquiries received from members of the public or colleagues about the services provided by the team. To provide appropriate advice and support such as explaining processes and legislation, assisting with the completion of forms and making onward referrals if necessary.
21. To prepare written and verbal reports on areas in relation to the post holder's responsibility. To assist with correspondence, complaints and enquiries, in particular from elected members, MPs, senior officers, residents and members of the public.
22. To make good and proper use of the Council IT systems, entering and retrieving information accurately and appropriately. To maintain current accurate files and records of all casework and other projects using computerised ordering, recording and project management systems.

23. To participate in the development and implementation of policy and procedures, identifying areas for improvement and making recommendations as appropriate. Such duties shall include; devising standard forms, letters and leaflets, updating information resources, investigating services provided by related service providers and so forth.
24. To maintain continuing professional development, keeping up-to-date on developments in services, legislation, regulations and other matters relevant to the post holder's area of responsibility, particularly; Housing Act 2004 [amended]; HHSRS Inspection. To develop areas of individual expertise under the direction of the Home Improvement Manager so as to enhance the service and support colleagues.
25. To contribute to staff induction and training.
26. To undertake marketing initiatives and assist with the organisation and attend and/or conduct meetings, conferences, training/information sessions and presentations as required.
27. To carry out all duties with due regard to the provisions of Health and Safety Regulations and in line with the Council's Equal Opportunities and Customer Care Policies and the New Technology Agreement.
28. To ensure that good relations are maintained with all associated departments and organisations, organising and attending regular meetings and responding to requests for information and complaints promptly.
29. To ensure that effective cover arrangements are maintained for the post holder's workload in their absence and to provide cover within any area of the team, commensurate with the post holder's level of responsibility and to provide advice and support to all team members if requested. To participate in a rota to cover the general duties of the team, including participation in the telephone duty line, responding to emails and dealing with general enquiries.
30. To deputise for the Senior Housing Procurement Officer, as required. To undertake any other duties and activities commensurate with the level and general nature of the duties of the post, including reporting any identified matters requiring action by other Council officers.

**SIGNATURES**

Originator.....

Post holder.....

Date.....