

Tunbridge Wells Borough Council
Person Specification



POST TITLE: Landlord Liaison Officer

GRADE: 4

SERVICE: Housing Services

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	<p>Experience of working in a front line position providing comprehensive housing advice to members of the public.</p> <p>Experience of supporting vulnerable individuals in a frontline or community-based setting.</p>	Working with private landlords and letting agents to secure accommodation for people in housing need.	Personal Statement and interview
QUALIFICATIONS/ TRAINING	Educated to GCSE standard or equivalent, at grades A to C, or equivalent grading, or demonstrable experience of working within housing options and homelessness.		Personal Statement and interview
KNOWLEDGE	<p>A basic understanding of welfare reform changes and all relevant benefit issues.</p> <p>A basic understanding of housing legislation and homelessness suitability of accommodation requirements.</p>	<p>A comprehensive understanding of Housing legislation including the Housing Act 1996 as amended by the Homelessness Act 2002, the Localism Act 2011 and the Homelessness Reduction Act</p> <p>A comprehensive understanding of homelessness suitability of accommodation requirements and relevant statutory orders and case law.</p>	Personal Statement and interview
PRACTICAL & INTELLECTUAL SKILLS	Excellent influencing and negotiation skills - for example, when working with private landlords to secure		Personal Statement

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	<p>accommodation for a homeless household</p> <p>Excellent communication skills. Verbal – includes being able to deliver difficult messages Written – includes ability to write easy to understand final offer of accommodation letters.</p> <p>Ability to demonstrate empathy and provide support to vulnerable applicants.</p> <p>Information technology skills, including word and excel</p> <p>Ability to prioritise own workload and use own initiative.</p>		
DISPOSITION/ ATTITUDE	<p>Ability to build excellent relationships and working partnerships both in the Council and externally with partner organisations</p> <p>Ability to work in a team and develop effective and supportive relationships with colleagues</p> <p>Organised and can work calmly and accurately under pressure</p>		Interview
SPECIAL REQUIREMENTS	<p>Full valid driving licence and access to a car to fulfil the duties as set out in the job description</p> <p>To assist in the operation of Council's Emergency Plan, when the Emergency Plan is triggered, including working at rest centres outside of the normal working day</p>	Ability to work outside normal office hours	Personal Statement and interview