

Hart job description and person specification

Job Description

Job title

Tenancy Sustainment Officer

Department

Communities (Housing)

Grade

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Salary

£36,962.11 - £39,519.41

Manager

Senior Housing Pathways Officer / Housing Solutions Manager

Job summary

To intervene early and prevent homelessness by supporting residents to access and sustain accommodation, with a particular focus on reducing pressure on the Council's Housing Register through increased use of the private rented sector.

The role will be responsible for achieving optimum use of the Council's Rent Bond Scheme to secure suitable homes for residents, ensuring timely and effective case management in a high-demand service area.

Working proactively with both private and social landlords, the postholder will develop and maintain strong, effective partnerships to maximise housing options and prevent homelessness wherever possible.

The role will also provide essential operational support across a broad range of functions, including debt monitoring and recovery, drafting tenancy agreements, property sourcing, and general administration associated with placements. In response to increasing service demand, the postholder will contribute to wider Housing Solutions activity, including supporting B&B accommodation visits and rough sleeper outreach, helping the Council deliver a joined-up and preventative approach to homelessness.

Main Responsibilities and Activities

1. Act as the primary contact for private rented sector (PRS) landlords, developing strong partnerships to support homelessness prevention.
2. Promote and deliver the Council's Rent Bond Scheme, maximising its use to secure accommodation and reduce demand on the Housing Register.
3. Source and secure suitable PRS properties, including regular property searches and identifying new opportunities such as empty homes.
4. Assess, process, and manage Rent Bond applications, ensuring timely, accurate, and compliant casework.
5. Work closely with Housing Options, DWP, and Revenues & Benefits to ensure placements are financially viable, risk assessed, and sustainable.
6. Match households at risk of homelessness to appropriate accommodation and ensure all tenancy arrangements, documentation, and support are in place.
7. Act as the key point of contact for landlords and tenants throughout the tenancy, providing advice, support, and early intervention to sustain tenancies.
8. Undertake property inspections, tenancy reviews, and welfare checks, including supporting wider activity such as B&B visits and rough sleeper outreach where required.
9. Manage bond claims and debt recovery processes, ensuring appropriate use of public funds.
10. Maintain accurate records and monitor performance, contributing to reporting and continuous service improvement.
11. Support the effective use of financial assistance, including Discretionary Housing Payments and homelessness prevention funds.
12. Develop promotional materials and support landlord engagement activities such as forums and events.
13. Maintain up-to-date knowledge of housing legislation, welfare benefits, and the local PRS market to inform practice.
14. Work collaboratively across services and with partners to deliver a coordinated approach to homelessness prevention.
15. Ensure all work is delivered in line with legislation, Council policies, and safeguarding requirements.
16. Provide a high-quality service for our residents, staff, managers, and external partners.
17. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
18. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they always take a vigilant approach to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

(For Management Posts) This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification

Job title

Landlord & Tenant Liaison Officer

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	Education to A-level or equivalent standard	5 GCSEs (or equivalent) at grades A-C including English and Math	Application form and certificate

Experience and knowledge	Experience of working with the private rented sector, landlords, or housing providers Committed to providing high-quality customer service Experience of working in housing, homelessness, or a related service area Experience of managing a varied caseload in a fast-paced environment	Experience of Rent Bond Schemes Experiences of letting agents/working with landlords Experience of debt recovery work & court issuing Experience of finance systems, setting up accounts and invoicing Experience of work in social housing or related field	Application form and interview
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Skills and abilities	Excellent communication, negotiation and influencing skills, including written communication skills and listening skills Computer literate and proficient in Microsoft Office software Ability to make customers feel warm, wanted, welcome and cared for Ability to demonstrate empathy and a calm, caring approach Ability to take ownership of tasks, challenges, and problems to achieve an appropriate outcome Ability to manage a diverse workload and meet deadlines	Ability to analyse and interpret data	Application form and interview
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Personal qualities	Resilient and able to work effectively under pressure Proactive and solution-focused approach Empathetic and customer-focused, with a commitment to supporting residents in need Professional and adaptable, with a positive approach to change Committed to equality, diversity, and inclusion Commitment to professional and personal development Ability to manage own time Commitment to delivering the best possible services for residents, and internal and external customers	Ability to work under pressure and manage a heavy workload	Application form and interview
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Other working requirements	Ability to travel within the district to undertake property visits, inspections, and outreach work Willingness to work flexibly where required to meet service demands including out of office hours on occasions	Full driving license with business insurance and a car	Application form
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Signatures:

Job-holder

Manager