**Job description**

**Job title:** **Landlord liaison officer/ PRS coordinator**

**Reporting to:** [Insert manager’s job title]

**Department:** [Insert department]

**Date**: [Insert start date]

**Aim**

The Private Rented Sector (PRS) access scheme assists those in housing need to access PRS accommodation to create long-term sustainable tenancies. The scheme acts as broker between people who are homeless or at risk of homelessness and good quality landlords. By offering trained and vetted tenants and providing financial guarantees through a bond, the risk to landlords is reduced. Tenants are connected with local support services, therefore improving the likelihood the tenancy will be sustained.

Key to the scheme’s success will be publicising the scheme and building relationships with PRS landlords, and liaising with housing benefit departments and other key stakeholders such as voluntary agencies, and other relevant council departments to deliver an effective service.

**Salary**

[Insert salary]

**Organisational chart**

**[Insert organisational chart]**

**Services to landlords:**

* attend relevant network meetings and forums with referring agencies
* map out and gather information on other agencies within the local authority area who may access the service
* provide presentations to referring agencies on the project
* ensure referring agencies have up to date referral forms and criteria
* attend local landlord meetings and forums and present where appropriate,
* search relevant landlord and property databases and make initial contact with landlords to recruit them into the project
* ensure landlord packs are kept up to date and landlords are registered and ensure the local authority is aware of all landlord using the scheme,
* carry out property inspections
* maintain contact with landlords – through mailing or phone contact
* give landlords any relevant legal or other good practice information about letting and property management as appropriate
* participate in mediation between tenants and landlords if appropriate
* set up and run pre-tenancy sessions and ensure that clients attend them

**Monitoring and evaluation:**

* ensure the accurate and timely input of member and outcome data
* assist in the collation of accurate monitoring information for reports to internal and external stakeholders.

**General:**

* prioritise own workload and ensure timely delivery on all tasks
* take part in team meetings and where necessary take minutes
* support the management and development of [insert organisation’s’ name] overall work
* develop and maintain an understanding of [insert organisations’ name] work and the needs and circumstances of homeless people
* All employees have a duty of care to themselves and others under the requirements of the Health & Safety at Work Act
* to comply with [insert organisations’ name] policies and to carry out any duties that may reasonably be required in light of the main purpose of the post.

**Person specification**

Skills

* Ability to effectively plan and organise work, assess priorities and meet deadlines.
* Ability to source and secure PRS accommodation on behalf of and in conjunction with clients.
* Excellent sales/negotiating skills to attract and retain landlords.
* Ability to liaise effectively with service providers and other stakeholders as an advocate.
* Excellent interpersonal skills, with the ability to communicate effectively and maintain appropriate professional boundaries.
* Good computer skills, particularly using MS Office applications such as Excel, Word and Access.
* Ability to understand and interpret numerical information, with good attention to detail and record-keeping.

Experience

* Negotiating with and influencing a range of people in order to achieve outcomes.
* Working on own initiative without close supervision and as part of a team.

Knowledge

* Empathy with and an understanding of the needs of homeless people.
* Knowledge of the benefits system in relation to members living in PRS accommodation.
* Awareness of the housing needs and support requirements of socially and economically disadvantaged people on low or no incomes.
* An understanding of the private rented sector and what motivates landlords.
* Awareness of the issues arising for clients moving into their own independent tenancy.
* An awareness of the practical implications regarding the on site and off site working environment as it relates to rented accommodation in the PRS.
* An understanding of legal issues that relate to housing and homelessness.

General

* Commitment to the PRS as a housing option.
* Satisfactory CRB check at an enhanced level.