

JOB DESCRIPTION

POST: Tenant Relationship Officer – Housing Solutions

DEPARTMENT: Housing Solutions / Private Sector Housing

REPORTING TO: Housing Solutions Team Manager / Private Sector Housing Manager

RESPONSIBLE FOR: None

GRADE: 5

MAIN JOB PURPOSE:

The Tenant Relationship Officer (TRO) will provide proactive tenancy-related support, advice and early intervention for households living in private rented accommodation, temporary accommodation, or at risk of homelessness.

The postholder will help the Council respond to the significant reforms under the Renters' Rights Act 2025, including:

- Abolition of Section 21 evictions, replaced by periodic tenancies
- New rules on rent increases and appeals
- New protections against discrimination (children and benefits)
- New Decent Homes Standard duties for private rentals

Local authority enforcement powers including compliance notices and civil penalties

The role ensures that tenants understand their rights, landlords understand their obligations, and the Council fulfils its statutory homelessness prevention and enforcement duties.

DUTIES AND RESPONSIBILITIES:

A. Early Intervention & Tenant Support

Provide practical tenancy advice to prevent homelessness under the new assured periodic rental system.

Support tenants to understand changes to tenancy rights, including: Invalid notices; rent increase procedures (once per year); rules around rent in advance limitations; ability to challenge unfair rent rises.

Advise tenants on protection from backdoor evictions.
Support tenants to access the new PRS Ombudsman once operational.
Help tenants navigate disrepair, damp & mould, energy inefficiency and hazard issues.
Provide mediation, negotiation and practical support between tenants and landlords to prevent tenancy breakdown.

B. Casework & Homelessness Prevention

Work alongside Duty Housing Solutions Officers to prevent homelessness through proactive case management.
Support households affected by the removal of fixed-term tenancies and transitioning to periodic tenancies.
Manage cases involving rent arrears, invalid notices, possession proceedings under revised Section 8 grounds, relationship breakdown with landlords, and landlord intention to sell/move in.
Conduct landlord liaison, negotiate repayment plans, and put in place stabilisation packages.
Record all actions on the Council's case management system.

C. Cross-Working with Private Sector Housing (PSH)

Work jointly with PSH enforcement officers to identify hazards, invalid notices, compliance actions, disrepair, damp, mould and assess Decent Homes Standard compliance.
Assist with landlord engagement and support compliance with new legal requirements.
Support proactive inspection programmes targeting vulnerable tenants or high-risk landlords.

D. Landlord Engagement & Education

Deliver landlord-facing communications regarding Renters' Rights Act reforms.
Support landlord forums, training sessions and PRS awareness events.
Contribute to guidance for landlords.

E. Advocacy, Safeguarding & Partnership Work

Identify safeguarding concerns and make referrals.
Liaise with homelessness charities, mental health partners, DWP, voluntary sector support, PRS Ombudsman and landlord accreditation schemes.

Promote tenant financial resilience, budgeting support, energy advice and access to grants.

Additional information

- a) Does this job require a DBS check? **No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS	MEASURED BY:
The postholder must be able to demonstrate:	A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING (Academic, vocational/professional and other training)	
Good standard of general education (e.g., GCSEs or equivalent). Evidence of continuous professional development relevant to housing, tenancy relations, enforcement, or customer-facing roles. Desirable: Housing-related qualification (e.g., CIH Level 3+); Training in conflict resolution, mediation or negotiation; Safeguarding training (Adults and Children); Enforcement-related training (e.g., HHSRS awareness, civil penalties, PRS regulation).	A/I

KNOWLEDGE & EXPERIENCE (e.g. report writing, office experience, Microsoft office)	
• Experience working directly with households in housing need, at risk of homelessness, or facing tenancy issues. • Demonstrable experience providing advice, guidance or casework support in a customer-facing environment. • Experience resolving disputes and managing challenging conversations. • Experience working with multiple agencies. • Experience managing a demanding caseload. • Knowledge of tenancy law and rights, homelessness prevention, safeguarding, landlord/tenant dispute resolution, and impacts of poverty, debt, mental health and vulnerability. • Desirable knowledge of Renters' Rights Act 2025, PRS enforcement, PRS databases and Ombudsman processes.	A/I
SKILLS/ATTRIBUTES (e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)	
• Strong interpersonal skills. • Excellent negotiation and mediation skills. • Ability to handle sensitive and complex situations. • Strong investigative skills. • Ability to produce accurate reports and records. • Ability to work independently and meet deadlines. • Competent IT skills. • Desirable: training delivery, legislative interpretation and presentation skills.	A/I
OUR BEHAVIOUR'S	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



Our Values

...we believe in



OUR PEOPLE

We empower, value and develop our people to work together as one dynamic and efficient team.



OUR CUSTOMERS

We care about delivering high quality, customer focused outcomes with our communities and partners.



BEING OPEN and HONEST

We are open, transparent and truthful.



TAKING OWNERSHIP

We take pride in our work and take responsibility for our actions.



BEING AMBITIOUS

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

