**Role Profile**

**ROLE TITLE Landlord Support Officer**

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| **REPORTS TO: Team Manager** | **ROLE BAND: Grade 6** |
| **DIRECTORATE: J&H** | **NO OF DIRECT REPORTS: 0** |
| **DBS REQUIRED: Yes** | **LEVEL OF DBS: Enhanced** |
| **QUALICATIONS REQUIRED: None** | |

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| **PRIMARY PURPOSE OF THE ROLE:** |
| To be responsible for developing and maintaining relationships with landlords across the region.  To act as a point of information and provide advice and guidance to landlords when housing/planning to house Nacro service users.  To work with landlords to understand challenges, concerns and barriers to housing Nacro service users.  To manage a Rent Deposit Scheme fund for each year of the contract to support SUs who are ready to move into independent placements. |

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| **KEY RESPONSIBILITES:** |
| * Work in partnership with HMPPS and other stakeholders to grow the landlord portfolio to support offenders/ex-offenders into suitable accommodation. * Responsible for identifying, developing, managing new relationships and maintaining ongoing landlord relationships, including ensuring that landlords are held to account for any property management issues including repair and maintenance of properties that they are liable for. * Provide advice and guidance to landlords to reduce barriers to engagement, including signposting to Criminal Records Support Service (CRSS). * Develop and maintain a training package for landlords on engaging services as tenants. * To be the single point of contact and communication for Landlords. * Engage with landlords, property owners, portfolio holders and investors including the attendance at landlord forums to specify Nacro’s property requirements and locations. * To promote Tenancy Sustainment for our vulnerable service users. * Provide post-move in advice and guidance for landlords where tenancies have broken down. * The post-holder will be expected to undertake all personal administration duties within the role. * Work in collaboration with Nacro teams to determine additional business opportunities. * To represent and promote the work of Nacro on relevant forums, strategy groups and stakeholder meetings. * Generate links and relationships at both a local and national level to generate a robust portfolio of properties appropriate to our vulnerable services users to help them maintain and sustain tenancy. |

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| **PROFESSIONAL & TECHNICAL EXPERTISE** |
| * An understanding of the support needs of people under supervision of the Probation Service from a diverse range of backgrounds, often with multiple and complex needs and advocate on their behalf for appropriate accommodation. * Good interpersonal skills and the ability to listen and communicate effectively * Work collaboratively in a multi-agency setting as required. This includes maintaining professional relationships and appropriate confidentiality of information. * Understanding of Decent Homes Standard. * Understanding of legal right and responsibilities for landlords and tenants (incl. maintenance, eviction, arears etc.). |
| **ORGANISATIONAL PERFORMANCE AND COMPLIANCE** |
| * Actively contribute towards meeting team performance targets in respect of the service. * Participate in staff meetings, supervision meetings, training, team development sessions and appraisal meetings. * Positively promote and represent Nacro at all times, building strong relationships with colleagues to work as part of an integrated team focused on meeting the needs of service users/learners. * Adhere to Nacro’s Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols. * Act in line with, promote and carry out all responsibilities with full regard to Nacro’s Equality and Diversity Policy. * Adhere to governance regulations and confidentiality when dealing with service user information. Adhere to Nacro’s Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols. * Notify the Service Lead of any potential data breaches. * Ensure you follow Nacro’s financial regulations, policies and procedures at all times and always act within your delegated authority. * Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others. |