

Role Profile Addendum

(to be completed for generic role profiles, mapped to multiple positions)

Please provide details specific to this position. While this information will not be used for job evaluation purposes, it will support processes such as recruitment and selection, salary supplements, performance management, and other relevant business processes.

Job Title:	Landlord Liaison Officer
Role Profile Reference Number:	HOU002
Role Profile Title	Housing Options & Solutions Officer II
Directorate	Housing & Public Protection
Service area	Strategic Housing & Partnerships

Specific responsibilities associated with this position
<ul style="list-style-type: none">• Support the administration of financial assistance scheme for landlords, including the tenancy deposit loan and bond schemes processes• Complete rent deposit loan sign ups with clients including financial assessment and giving basic money advice, making repayment agreements in every case.• Work with deposit protection schemes to ensure accurate and lawful registration and protection of the councils financial interests. Carry out bond claim assessments using gathered evidence which is verified from landlord and tenant.• Maintain positive relationships with private sector landlords and increase access to private sector accommodation through proactive accommodation finding• To assess the suitability of accommodation for households in partnership with appropriate professionals• To provide specialist advice on matters relating directly to tenancy advice and allocation of accommodation• To provide a first point of contact for private and social landlords regarding property availability, nominations, refusals and tenancies at risk• To carry out all necessary verification checks, including credit references, address and identification to prevent fraud and ensure safe allocations, rent deposit applications & support is provided to landlords• To provide information, statistics and reports as required and to contribute to reviews of policy and procedure.• To maintain an awareness of housing demands of those with accommodation needs, such as emergency homeless, specialised adapted accommodation or bespoke need• To attend case conferences and represent the service as required

- To meet with, respond to and promote multi-agency initiatives involving landlords on a regular basis
- To ensure all procedures are maintained and complied with
- To contribute to the promotion and marketing of the councils private rented sector offer.
- Refer cases to the fraud investigation team where appropriate.
- Ensure compliance with client confidentiality data protection and freedom of information requirements.
- Keep up to date with legislative changes, government directives and good practice relating to the private rented sector and develop and implement new initiatives and good practice in Bournemouth, Christchurch and Poole.
- To carry out any other duties as required by the manager which are commensurate with the grade of the post and contribute to the prevention or alleviation of homelessness and housing needs across Bournemouth, Christchurch and Poole.
- Maintain accurate case and file notes and records.
- Support clients to apply for Discretionary Housing Payments (DHP) to secure or maintain accommodation, working closely with Housing benefit and Housing Advice colleagues regarding monitoring and use of DHP direct HB payments
- To participate in one to one sessions, team and unit meetings.
- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Specific person specification associated with this position

- Working with a customer services environment, including face to face with members of the public (E)
- Working with vulnerable clients, those with complex needs or in a challenging environment (D)
- Experience of partnership working (D)
- Experience of working in the financial or recovery sectors including giving financial advice or assisting clients with budgeting (D)
- Experience of housing related services or similar field, or other relevant experience (E)
- Educated to 3 A-levels standard or equivalent experience (E)
- Educated to level 3 NVQ Customer service or equivalent (E)

Personal Qualities & Attributes

- Ability to impart relevant financial and legal information to clients and to inform decision making process (E)
- Ability to complete income and expenditure forms and give basic financial advice (D)
- Be able to respond to unexpected demands and change effectively (E)
- Ability to collect, verify and analyse information and deliver reports. (E)
- Competent using relevant systems including Microsoft Office suite (E)
- Effective verbal and written communication skills (E)

- Ability to negotiate and mediate between the council, clients and private / social sector landlords (E)
- Ability to prioritise workloads and working to tight timescales, and be flexible to change (E)
- Ability to deliver information across in differing formats to clients with a range of abilities and needs (D)
- Ability to problem solve to constantly changing demands (E)
- Willing to develop good knowledge and study legislation (E)
- Illustrate a good attitude to team working (E)
- Calm and measured (E)
- Motivated self-starter able to work with minimal supervision (E)

Other requirements for this position

- Understanding and commitment to diversity and equal opportunities
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
- Able to undertake home visits which may involve stairs and steps
- Basic DBS check
- Ability to speak fluent English

For P & R Use Only:

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Date Saved: 09 January 2026