

JOB DESCRIPTION - NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	Landlord Registration and Accreditation Officer	Post Ref:	
Section:	Private Sector Services Unit	Grade:	8
Responsible to:	Team Leader Regulation		
Responsible for:	Clerical Officers		

JOB PURPOSE

The provision of a comprehensive information and advisory service to the public on all aspects of Landlord Registration and Accreditation in accordance with the provisions of current legislation and policies of the City Council. Co-ordinating, effecting and ensuring that the appropriate administrative procedures relative to the processing of all enquiries and applications are carried out.

PRINCIPAL WORKING CONTACTS

Private sector landlords, their agents and/or their technical or legal representatives, tenants, members of the public, regarding the provision of information and advice on procedures and progress of applications and licences.

Staff of the Department of Work & Pensions, the Care Commission, Tayside Police, Disclosure Scotland, the Procurator Fiscal, Housing Benefits, other Council Departments and other Local Authorities and the Scottish Executive.

Subordinate staff for day to day allocation of work, advice and guidance.

Staff within the Unit, the Strategy Division and other Departments of the Council relative to the functions and services provided by the Unit.

MAIN DUTIES

Provide information and advice on eligibility and progress of current applications for Landlord Registration.

Provide information and advice on eligibility and progress of current applications for Landlord Accreditation.

Monitor, maintain and amend the Register of Landlords.

Monitor, maintain and amend the register of Accredited Landlords.

Scrutinise applications, verify accuracy and compliance with legislative and scheme requirements and correspond with applicants and their representatives as required.

Investigate diverted applications, review all avenues for registration, correspond with the applicant or their agent and make recommendations to address any concerns regarding registration.

Prepare reports in respect of recommendations to refuse registration and appeals against refusal to register.

Identify and gather evidence about unregistered landlords, serve rent penalty notices, notification and appeals, prepare reports for the Procurator Fiscal, attend court as required and carry out follow up action on convictions.

Initiate and co-ordinate the administrative procedures for the processing of Landlord Registration and/or Accreditation applications including establishing financial systems for the collection and monitoring of fees, charges, etc.

Advise applicants or their agents of the progress of their applications and resolve difficulties or disputes on eligibility and other matters as and when they occur.

Investigate and respond to all complaints and enquiries regarding Registration and/or Accreditation including the provision of advice to both landlords and tenants.

Supervise Clerical Officers and provide training as required.

Design, implement and maintain effective administrative and financial systems for the preparation of Performance Indicators, monitoring/analysis of trends, etc. and statistical reports.

Collect, collate, and maintain such statistical information as may be required and preparing same and other reports for presentation to the Private Sector Services Manager (including Councillor and Helpline enquiries).

Draft and revise publicity materials such as guidance notes and standard letters.

In consultation with the Private Sector Services Manager and Senior Officers of the Unit, contribute to the development and implementation of new principles and policies in respect of landlord registration and/or accreditation.

Undertake such other duties as may from time to time be required or as the Private Sector Services Manager or Team Leaders may direct.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Landlord Registration and Accreditation Officer

DIVISION/DEPARTMENT SECTION: Private Sector Services

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	HNC/SVQ level 3 or equivalent in relevant subject or experience of Private Sector Housing.		application/ certificates/interview
RELEVANT WORK/OTHER EXPERIENCE	<p>A knowledge of the Private Rented Sector including tenancy management.</p> <p>Experience of investigating and dealing with complaints.</p> <p>Managing a large workload.</p>	<p>Experience of implementing new legislation/procedures</p> <p>Experience in preparation and service of notices and related work</p>	interview/application /references
PARTICULAR SKILLS/ABILITIES	<p>Methodical.</p> <p>Numerate.</p> <p>Ability to meet deadlines.</p> <p>Good IT skills including use of databases and Excel.</p> <p>Effective communication and report writing skills</p> <p>An ability to communicate effectively with landlords, agents and the public.</p>		interview/references application form
PERSONAL QUALITIES	<p>Adaptable/Flexible Team Worker.</p> <p>Approachable.</p> <p>Ability to work on own initiative with minimum supervision.</p> <p>Ability to work under pressure.</p>		interview references
ANY ADDITIONAL JOB RELATED REQUIREMENTS		Knowledge of Landlord Registration Scheme.	interview references