

LONDON BOROUGH OF REDBRIDGE
ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Private Sector Housing Project Officer		
Directorate:	Communities	Grade:	LBR 9
Department:	Civic Pride	Hours/weeks:	36 hours/52.14 weeks
Function:	Private Sector Housing	Post number:	
Team:	Property Licensing	Base/location:	Lynton House
Reports to:	Business Improvement & Delivery Manager		
Responsible for:	Supervision of property licensing officers (as required by specific projects)		

Role and Context

Overall, Role Purpose:	This post will be responsible for implementing processes, policy and governance for various projects and programmes within the service. In addition, they will be responsible for handling queries related to the Renter's Rights Act and carrying out engagement opportunities for landlords and tenants to improve the management of privately rented homes in the borough.
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Role Context:	<p>This role sits within the private sector housing team. The successful candidate will work with teams across the service as well as external stakeholders. They will ensure landlords and tenants service requests are triaged and assigned to the appropriate teams on issues related to the Renter's Rights Act and under the Housing Act related to property licence applications addressing poor housing conditions, crime, and anti-social behaviour in rented homes.</p> <p>The postholder will also play an integral role in the delivery of projects and programmes for the service. This will include carrying out processes and project management for a number of workstreams related to compliance, property licensing and housing enforcement to ensure support service delivery, improve performance and governance across the service.</p> <p>The post holders will also be responsible for complaint handling and freedom of information requests ensure complaints are handled sensitively and in a timely manner. e.</p> <p>The postholder will also be responsible for communications, marketing, and stakeholder engagement. Including responsibility for supporting a large engagement programme raising awareness of tenant and landlord responsibilities, property licensing and housing standards with stakeholders in the community.</p>
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• **Key Accountabilities and Result Areas**

<p>1. Strategy and Planning</p>	<ul style="list-style-type: none"> • Lead on research and activities to identify & implement priorities for the private sector housing team • Play a proactive role in the development of policies and procedures • Identify external funding opportunities & ensure appropriate & timely bids are made to maximise resources available • Design new ways to engage with landlords and tenants and make recommendations. • Act to remove obstacles to progress. • Proven track record of operating strategically with senior officers, directors, and members in the delivery of corporate objectives.
<p>2. Operations and Support</p>	<ul style="list-style-type: none"> • Provide specialised administrative support for private sector housing activity • Provide administrative support for service enquiries and processes within the service related to the Renter's Rights Act, Property Licensing and Housing Enforcement • Responsible for responding to complaints and freedom of information requests • Responsible for developing communications for external and internal stakeholders e.g. newsletters, website, social media and publicity materials • Responsible for service wide procurement activity and monitoring. • Representing the Council at external events
<p>3. Systems and Process Development and Improvement</p>	<ul style="list-style-type: none"> • Develop and maintain landlord and tenant networks • Maintain data security ensure policies and procedures are GDPR compliant • Track and review team performance on FOI's and Complaints • Commission, track and review supplier contracts including use of ProActis contracts management system • Track and review project related budgets • Use of Civica and Rocktime databases for case management
<p>4. Communication Partnership</p>	<ul style="list-style-type: none"> • Able to communicate at all levels in the most effective way • Develop and maintain professional, effective, and productive relationships with internal and external services, and stakeholders such as London Fire Brigade, UKBA, London Landlords Association, Landlords, Registered Providers, ELHP, DABD, local voluntary sector agencies, landlord and tenant organisations. • Devise engagement programmes, organise public events and feedback for consultations • Undertake effective marketing, advertising, and communication campaigns
<p>5. Performance and Standards</p>	<ul style="list-style-type: none"> • Provide accurate and timely performance and other management reports when requested • Support the implementation of performance and business improvement projects
<p>6. Key Performance Outcomes</p>	<ul style="list-style-type: none"> • That service provision meets all required Performance Indicators (local and corporate) targets and service delivery adheres to all Council policies and Procedures
<p>7. Resource Management</p>	<ul style="list-style-type: none"> • Responsible for personal equipment • Supervision of property licensing officers and apprentices as required •
<p>8. Corporate Accountabilities</p>	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.</p>

9. Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.
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Person Specification		A - I - T	weighting
Knowledge & Experience	<i>Method of candidate assessment: A = Application form I = Interview T = Test The weighting would be 3=for most important and 2=least important</i>		
1. Statutory or Mandatory qualifications:	<ul style="list-style-type: none"> • Holds a relevant qualification in project management or is working towards a qualification 	A	2
2. Educational Ability	<ul style="list-style-type: none"> • Educated to Degree level or equivalent work experience • Ability to write reports, correspondence, briefing notes giving operational, technical, policy or strategic information. 	A	3
3. Key Subject Areas	<ul style="list-style-type: none"> • Experience of working for a local authority • Experience of working in private sector housing 	A	3
4. Contract Management	<ul style="list-style-type: none"> • Experience in undertaking procurement exercises including compiling specifications and maintaining contract registers 	A/ I	3
5. Financial	<ul style="list-style-type: none"> • Experience of finance support including raising purchase orders, tracking project budgets 	A/ I	3
6. Professional and Technical	<ul style="list-style-type: none"> • Experience of the use of ICT, the MS Windows operating system, MS Word, MS Excel, MS Project, MS PowerPoint, Databases including Civica, Rocktime, Agresso, ProActis, Granicus, 	A/ I	2
7. Knowledge / Experience	<ul style="list-style-type: none"> • Understand issues in the private rented sector and ways to drive improvement • Project Management Experience • Experience of working with landlords and tenants 	A/ I	3
8. Project Management	<ul style="list-style-type: none"> • Experience of managing multiple programmes/projects related to private sector housing • Proven track record of improving services and performance • Experience of benchmarking services • Experience of working in an agile environment 	A/ I	3
9. Customer Engagement	<ul style="list-style-type: none"> • Extensive knowledge of customer engagement frameworks and structures in a local authority setting • Practical experience of successful customer engagement and management of large-scale public events. • Experience of working with voluntary sector partners • An understanding of the diversity of landlords and tenants within the private rented sector • Experience of managing advertising and marketing campaigns including website administration • Experience in identifying training needs for customers and sourcing and facilitating training 	A/ I	3
10. Leadership	<ul style="list-style-type: none"> • Fosters powerful and productive working relationships both within the service, cross functionally and externally with landlords and tenants. 	A/ I	2

<p>11. Policy Development</p>	<ul style="list-style-type: none"> • Play a proactive role in the development of policies and procedures • Identify external funding opportunities & ensure appropriate & timely bids are made to maximise resources available. • Proven track record of operating strategically with members and senior managers in the delivery of corporate objectives. 	<p>A/ I</p>	<p>2</p>
<p>12. Communication</p>	<ul style="list-style-type: none"> • Able to present and communicate findings in a way that can be understood by a wide range of people. • Ability to represent the council at public events 	<p>A/ I</p>	<p>3</p>
<p>13. Corporate Behaviours</p>	<ul style="list-style-type: none"> • The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours. 	<p>A</p>	<p>2</p>
<p>14. Effective and Collaborative Team Working</p>	<ul style="list-style-type: none"> • To take responsibility for personal development and actively participate in all learning and development. • To participate in the ongoing development, implementation and monitoring of service plans. • To support and contribute to value for money, service efficiency and improvement. 	<p>A</p>	<p>2</p>
<p>15. Working Pattern and Travel</p>	<ul style="list-style-type: none"> • The postholder will predominantly be based at Lynton House but travelling to other sites/locations may be required • There may be instances when the postholder will be required to work outside of normal office hours when required to attend Committees and other meetings • Work will be subject to constant, frequent change and involve the management of conflicting priorities and deadlines 	<p>A/ I</p>	<p>2</p>
<p>16. Corporate Accountabilities</p>	<ul style="list-style-type: none"> • All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities. These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care. 	<p>A</p>	<p>3</p>
<p>17. Flexibility</p>	<ul style="list-style-type: none"> • The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence. 	<p>A/ I</p>	<p>3</p>

Version:	0.02
Last Reviewed:	

17/03/26