

JOB DESCRIPTION

JOB TITLE: PSL Officer - Housing
DEPARTMENT: Private Sector Leasing Team

PURPOSE OF THE JOB

The post holder will deliver a professional tenancy management service to tenants on Short Scottish Secure tenancies managed by Link Housing Association in its role as managing agent on behalf of the City of Edinburgh Council, under their Private Sector Leasing (PSL) scheme for intermediate temporary accommodation.

The post holder is responsible for all aspects of managing the tenancy and providing a full housing management service as part of a wider team, adhering to Link policy, procedures, contractual and legal obligations

MAIN AREAS OF RESPONSIBILITY / TASKS

- New Tenancy Sign Ups, check-in procedures and Settling In Visits.
- Check-out of tenancy including pre-termination procedures.
- Terminations - Manage the process of bringing tenancies to an end in accordance with the tenancy agreement and procedures and legal obligations
Legal action - Refer all potential legal action, suspected abandonments, proposed eviction or termination cases to Management with a summary for decision. Assist Management with debt recovery including preparation of reports for legal proceedings.
- Regular visits to tenancy, provision of signposting where required and assessment of property to ensure compliance with Link's policies, procedures and contractual obligations.
- Reporting and progressing repairs on behalf of tenants.
- Visual inspections of property including communal areas - Ensure properties meet the Repairing Standard prior to signing up a tenancy and any remedial actions identified prior to and during tenancies are recorded and notified to the tenant, repairs service or Council as required. In the course of any visits to properties, pro-actively identify any visible repair or health and safety issues requiring attention and record all actions taken, in accordance with the Code.



LINKHOUSING

- Actively engage with tenants to support tenancy sustainment and provide move-on advice, referring to external agencies where appropriate.
- Rent Collection - Ensure tenants are provided with support service details at the start of tenancies and when arrears arise. Check arrears balances before visits, refer for advice and support from income team and provide proactive tenant engagement and face to face contact and take action in line with procedures.
- Tenancy Breaches: Manage reports of anti-social behaviour and other tenancy breaches including non-payment of rent or other recharges and damage to property, in accordance with the tenancy agreement, Code and procedures. Signpost for support to prevent a recurrence and liaise with external agencies as required. Escalate breaches of tenancy through formal means including raising court action with solicitors in accordance with procedures.
- Awareness of benefit issues which may affect tenancy sustainment and taking quick and appropriate action to resolve these in accordance with procedures and contractual obligations.
- Adhere to Key Control procedures at all times including entry with keys where required in accordance with procedures.
- Awareness of and adherence to compliance processes and procedures for all properties and tenancies.
- To be responsible for all aspects of property management for all PSL properties and tenancies in accordance with Link's contractual obligations and policies and procedures. This includes adherence to the PSL contract Specification regarding tenancy sustainment, tenant advice and signposting for support from Link Living.

GENERAL

- To keep up to date with and comply with legal requirements in carrying out the role including but not limited to: the Letting Agent Code of Practice; the Scottish Short Secure Tenancy Agreement and associated guidance under the Housing (Scotland) Act 2001; the Repairing Standard, Link Policies & Procedures and Contract Specification.
- To comply with the Health and Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representatives or line manager. Ensure all necessary Health & Safety related documentation and any necessary risk assessments are in place prior to signing up a tenancy and thereafter
- To actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies
- Targets – meet targets set by management in relation to contractual obligations.
- Reports – provide reports to management in agreed formats as required.
- Records Management – ensure records are maintained in accordance with the Code, data protection legislation and Link's policies and procedures.
- Respond to enquiries, prevent and resolve complaints in accordance with procedures.

- To carry out other duties to meet the needs of the business.

RELATIONSHIPS

- Tenants
- Colleagues, including Link Group business partners
- Managers
- City of Edinburgh Council
- Partner Agencies
- Regulating Bodies
- Landlords
- Other third sector agencies e.g. Link Living, Police Scotland, Bethany, Crisis, Shelter, Child Poverty Action Group, etc.

ACCOUNTABILITY

This post is accountable to the PSL Tenancy Services Supervisor.

PERSON SPECIFICATION

EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
SCQF Level 6 in Letting Agency Management or equivalent Chartered Institute of Housing or equivalent experience.		√
EXPERIENCE, KNOWLEDGE & SKILLS		
Written and verbal communication skills	√	
Organisational skills to manage competing demands	√	
Time management skills	√	
Attention to detail and accuracy skills	√	
Problem solving skills and adaptability	√	
Experience of following procedures	√	
Self-motivated to work autonomously as a lone worker and as part of a team	√	
General awareness of housing benefit and wider welfare benefit issues	√	
Awareness of the legal obligations of landlords and letting agents		√
Experience of working in housing or lettings	√	
Proven experience of delivering excellent customer service	√	
Proven experience of using a range of IT packages	√	
Experience handling complaints		√
Knowledge understanding and experience of data protection legislation and best practice	√	
OTHER		
Full drivers licence and access to a car for work	√	

SUMMARY TERMS AND CONDITIONS OF EMPLOYMENT

This is a summary of the general terms and conditions of employment of Link Private Sector Leasing employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours	37.5 hours per week, normally worked Monday to Friday, however flexible working arrangements will be considered.										
Contract	Permanent.										
Location	Edinburgh.										
Salary	Salary will be dependent on skills and experience. Salaries are paid on the last Friday of each month.										
Annual Leave	Annual leave is equal to 35 days per year (including public holidays), rising to 40 days after 5 years' service.										
Pension	<p>Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:</p> <ul style="list-style-type: none"> • Link: 5% of basic salary • Employee: 3% of basic salary • <p>Employees can opt to increase their contributions:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Employee:</td> <td style="width: 12.5%;">4%</td> <td style="width: 12.5%;">5%</td> <td style="width: 12.5%;">6%</td> <td style="width: 12.5%;">7%</td> </tr> <tr> <td>Link:</td> <td>6%</td> <td>7%</td> <td>8%</td> <td>9%</td> </tr> </table>	Employee:	4%	5%	6%	7%	Link:	6%	7%	8%	9%
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Link:	6%	7%	8%	9%							



Life Assurance	Link provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary
Travel	Authorised out of pocket travel expenses are reimbursed. Business car miles rate is currently 45p per mile. Authorised passenger rate is currently 5p per mile.
Flexible Working	The Group and its subsidiary companies offer a flexible working arrangement [flexi-time].
Probationary Period	All new employees are required to complete a 6-month probationary period.
Support and Supervision	All staff will participate in our Performance Management System, which includes at least three formal Review Meetings with your line manager.
Smoking	All Link group offices operate a NO SMOKING POLICY. Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.
Health & Safety	Link promotes a healthy working environment and achieves this aim by supporting an active, staff-led Health and Safety Committee.
Health Care Cash Plan	A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]