

Role profile

Job Title:	Acquisitions Officer x2	Grade: 9	Spinal column point range:
Department:	Housing Demand	Post no.:	66667 and 13193
Directorate:	Regeneration & Housing	Location:	Perceval House

Role reports to:	Acquisition & Allocations Manager
Direct reports:	None
Indirect reports:	None but responsible for managing the performance of suppliers in accordance with the leasing agreement

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To procure a sufficient supply of private sector accommodation to minimise homelessness in Ealing in accommodation of a suitable, type, size and location to meet the requirements of clients in housing need.
- To develop effective marketing and procurement strategies to maximise the number of suitably affordable accommodation available to the Council.
- To provide advice, support and encouragement to landlords with homes to let and increase the number of directly managed units.
- To develop and maintain effective relationships with new and existing accommodation suppliers

Key accountabilities

- To be responsible for delivering the Council's procedures to discharge its duty to persons placed in temporary accommodation that is owed an interim S.188 and full S.193 housing duty.
- To contact, negotiate and liaise with private sector landlords, agents, Housing Associations and developers to acquire a supply of suitable

accommodation on reasonable terms, including but not limited to PSL, PMA, annexes, B&B accommodation, Direct Lets, HALS, HALD and Council owned stock.

- To meet regularly and work in partnership with RSLs in the acquisition of HALs and HALD properties to ensure that suitable properties are procured to meet Ealing client needs.
- To visit properties, undertake inspections and produce a schedule of works to ensure that the property is brought up to the required standard including gas and electricity safety and are suitable accommodation for the Council to use.
- To administer landlord incentive schemes in accordance with Council policy and procedure. Including preparation of documents relating to the Rent and Bond Guarantee Scheme and Landlords incentives.
- To provide the Manager with info required to process any claim made under the Bond Guarantee Scheme
- To develop and assist with promotion campaigns, seminars and training for landlords, agents, developer and other relevant parties to promote the Council's agreed private sector schemes.
- To undertake the annual Landlords Forum, including event planning, promotion and agenda for the forum, and ensure a high attendance amongst relevant providers.
- To consult landlords about their needs and information requirements and develop the service and provide best practice advice and information in response, and ensure that the website information is up to date.
- To provide support to landlords through participation in forums and contributions to newsletters and website information.
- To prepare relevant lease and contract documentation, such as property leases, management agreements on behalf of the Council, and complete property inventories to ensure Council has required information as part of the contract agreement and support end of lease negotiations.
- To interview prospective landlords & tenants to ensure the full understanding & acceptance of their rights & obligations, and the limits of the Council's obligations, under the Council's approved scheme.
- To ensure compliance with HMO regulations where appropriate.
- To inspect Bed and Breakfast accommodation to ensure compliance with standards e.g. Fire regulations and Setting the Standard
- To ensure update records on paper and IT databases in a timely manner, and ensure properties are created on IT database within 48 hours.
- To undertake project work, including detailed research and negotiation on new scheme opportunities in all tenures.
- To develop the Council's model of acquisitions for out of London placements, including processes to manage accommodation from a distance.
- To be able to respond appropriately to all enquiries whether by telephone, post or in person.
- To participate in meetings and working groups to improve the overall service provided and contribute to creation and revision of policies and procedures within the Service area.

- To maintain up to date knowledge of the legal position with regard to discharge of duty, suitability and acceptance of qualifying offers.
- To maintain up to date knowledge of appropriate Local Government legislation including the Housing and Council Tax Benefit regulations, current procedures and other Social Security Benefit Legislation.
- To carry out duties of the post outside normal working hours when required
- To participate in the Team's duty service rota, including answering the team's telephone line, responding to written enquiries and to ensure the service is available to the public during office hours.
- To deal with enquiries from clients, MPs, Councillors and others relating to the properties for which the Officer is responsible for, whether by telephone, post, email or in person.
- To represent the Team, Service and Council as required at relevant meetings, including sub regional and Pan London events.
- To understand the Council's policies with regards to vulnerable children and adults, and raise any concerns through the appropriate channels.
- To undertake training as required and assist in inducting and training colleagues.
- To support colleagues in Business Support to undertake accommodation sign-up activities, when required.

Key performance indicators

Targets will be set for:

- Numbers of properties acquired according to scheme
- Numbers of landlords accredited
- Number of leases extended
- Annual Landlord Forum held.
- Reduction of households in B&B Shared Accommodation to as close to zero as possible
- Number of leased properties procured by Housing Associations on behalf of Ealing.
- Delivery of private sector leased accommodation at nil cost to the Council where current arrangements make this possible
- Adherence to Contract Conditions standards for temporary accommodation.

Key relationships (internal and external)

The post is required to establish and maintain effective liaison with a range of internal and external services as required,

Externally this will include:

- Private Sector Landlords and their representatives

- National Landlords Association
- London Landlords Accreditation scheme
- Lettings and estate agents
- Registered Social Landlords
- Management agents

Internally these will include:

- The Housing Solutions team to encourage private sector options and passport new cases.
- Housing Benefit Service

Authority level

- The post-holder will be required to participate in the development of a service plan for the service.
- The post-holder will need to be accountable for managing policy development and service improvement in this area of work

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Knowledge of the temporary housing subsidy system and welfare benefits
2. Knowledge of the operation of the private sector rental market
3. Knowledge of procurement and contract management
4. Knowledge of homelessness legislation and processes
5. Knowledge of property inspections to Decent Homes Standards.
6. Negotiating skills at the appropriate standard to liaise with landlords and agents
7. Ability to manage and direct own workload and act on own initiative
8. Ability to work as an effective member of a team, supporting colleagues.

Essential qualification(s) and experience

1. Experience of working with private sector landlords
2. At least 5 GCSE qualifications, including maths and English, or equivalent

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

