


GLPC Job Description

	Job Title	Traveller Liaison Officer
	Directorate	Resident and Housing Services
	Department	Housing Management Service
	Grade	PO1
	Reports to	Housing Companies and Travellers Manager
	Staffing Responsibility	None

Job Purpose:

- To directly manage a Traveller Site, delivering and coordinating all aspects of high-quality, visible and accessible site management, achieving targets and contributing towards high levels of resident satisfaction and engagement.
- To manage licenses, end to end, let to re-let, taking full ownership of the Traveller journey and ensuring all Travellers have access to financial inclusion and support, are able to meet their rental obligations and live in good quality, safe, suitable and affordable homes.
- To take initiative in complex cases, drive successful outcomes that benefit the Traveller community and have a commercial mindset whilst ensuring all statutory and regulatory obligations as a landlord are reflected in your daily duties.

The postholder will be supported to gain a Chartered Institute of Housing qualification and have the opportunity to gain experience in project management and all aspects of housing.

Principal Accountabilities and Responsibilities:

1. To be the face of the landlord; providing a high level of customer service, taking ownership for every aspect of site management, ensuring that expectations are managed.
2. Work collaboratively and be the lead contact, keeping stakeholders informed, delivering a seamless 'one team' landlord service. This will include setting up and managing professionals' meetings and action plans as needed for complex issues.
3. Responsible for keeping all residents' records and data up to date and accurate in real time, with all interaction recorded, holding other teams to account to do the same.
4. To undertake a proactive approach to site management by adopting mobile working with the use of appropriate IT and communication systems and adhering to health and safety and lone working requirements.

5. To work continuously to promote digital inclusion, supporting residents to achieve channel shift enabling them to confidently raise repairs, paying rent and Council Tax through My Account, increasing use of Direct Debit payments for all regular transactions.
6. To develop and maintain a sound understanding of the support needs of vulnerable individuals/families and pathways of support; linking them to appropriate services relating to issues such as physical and mental health, substance misuse, offending, learning disabilities, independent living skills, education, training and employment needs.
7. Create on site a sustainment and resilience approach where understanding of the reasons behind arrears or risk of arrears, and knowing the residents is paramount- distinguishing between 'can't' and 'won't' pay, putting effective and consistent interventions in place and offering quick solutions while helping residents to help themselves.
8. Where necessary ensure that the correct notice is served and make strong decisions (with guidance) on when to prepare and present possession cases for the County Court, always monitoring and managing the turnaround of cases referred to Legal Services and attending court cases and evictions as the lead decision maker.
9. Support individuals to apply for all benefits available to them and jointly attend appointments when necessary, promoting a 'rent first' attitude.
10. Have fraud prevention in mind and refer suspected cases of fraud or misrepresentation to the Council's Audit and Investigation Unit.
11. Be responsible for the site making sure the license conditions are enforced.
12. Ensure that vulnerability assessments and other checks are carried out at yearly audits to assess suitability and sustainability, identifying residents who may need support to maintain their pitch and license or evacuate their homes in an emergency.
13. Create a holistic relationship to be proud of from Day 1 with residents- enabling their independence and success and making them aware of their responsibilities and rights.
14. Ensure the site is suitable and compliant.
15. Go through the induction pack for new customers and provide all licensees with a clear and consistent level of information relating to their obligations when ending a license, and the ability of HMS to recharge and pursue legal action where there are rent arrears, outstanding bills, or a pitch left in poor condition.
16. Carry out health and safety inspections of all communal areas once a month, taking ownership, making sure HMS are statutorily compliant.
17. Lead on monthly Site Walk Abouts with residents, Councillors and other stakeholders; developing action plans and holding Property Services and other partners to account, making sure works are done to a high standard and in a timely manner.
18. Proactively identify any areas that are subject to ASB such as fly tipping, graffiti and abandoned vehicles and case working and managing high profile ASB cases. This will include arranging meetings with other professionals, taking a trauma informed approach and making sure response is focused with realistic, fast and efficient actions supported by an effective action plan.

19. Manage communication from Members offering proactive resolution of all issues and responses are given within target.
20. Be the primary contact for local stakeholders e.g.: residents, Councillors, the police etc. for individual casework.
21. Hold contractors to account, acting as a spokesperson and advocate for residents in relation to repairs, ensuring they receive quality services, escalating matters in a timely manner if necessary.
22. Ensure services are resident focused and responsive. This may include the need to attend evening meetings.
23. Uphold the Chartered Institute for Housing Professional Standards and respond to any and all Domestic Abuse cases in line with Domestic Abuse Housing Alliance guidelines.
24. Be a role model and ambassador for the Council, acting with openness, professionalism and integrity at all times, dressing appropriately.
25. Lead on engagement with Travellers, coordinating action and activities, encouraging consultation, and ensuring that communications are meaningful, accessible and up to date, for everything site related.
26. Embrace, uphold and promote the culture, values and behaviours akin to the Housing Management Services and the wider Council, being professional and empathetic and inclusive at all times, actively tackling stigmas.
27. To ensure that Fire Risk Assessments and other Health and Safety recommendations are acted on promptly and work with residents to raise health & safety awareness on sites.
28. Maintain a fair and transparent Allocations Policy that is accessible and regularly reviewed.
29. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
30. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
31. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Enhanced DBS check required.
Politically Restricted	No

Person Specification

<p>Qualifications and Professional Membership requirements:</p> <p>The Social Housing (Regulation) Act 2023 has gained Royal Assent. Postholders will be expected to enrol with the Chartered Institute of Housing and will be required to gain a qualification at Level 3 or above in line with future requirements of this new legislation.</p> <p>Clean current Driving licence.</p>	<p>A</p>
<p>Knowledge (please specify all essential criteria):</p> <ol style="list-style-type: none"> 1. Knowledge and understanding of local authority statutory and support services related to the housing sector and emerging trends. 2. Awareness of Protection from Eviction Act 1977 and Housing Act 1988 as it relates to the issue, management, and termination of licenses. 3. Knowledge of welfare benefits and related issues, including Universal Credit. 4. Knowledge of equality and diversity issues affecting Gypsy Traveller and Roma communities such as stigma, discrimination and isolation. 5. Good knowledge and understanding of standard IT software packages including Microsoft Office and Teams. 6. Comprehensive understanding of the regulatory requirements for social housing landlords and how to embed these into day-to-day practice as a housing professional. 	<p>A, I</p> <p>A, I</p> <p>A</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
<p>Experience (please specify all essential criteria):</p> <ol style="list-style-type: none"> 7. Experience and commitment to working on own initiative, setting and managing challenging goals, taking total ownership with pride, wanting to make a difference. 8. Experience of delivering high quality customer services in partnership with the customer, putting them at the heart of your decisions. 9. Experience and commitment to working on your own initiative, setting and managing challenging goals, understanding your contribution, impact and how to make a difference by taking total ownership of a role with pride. 	<p>A</p> <p>A</p> <p>A/I</p>

<p>Skills and abilities (please specify all essential criteria):</p> <ul style="list-style-type: none"> 10. Ability to remain confident and assertive and manage expectations honestly whilst recognising individual needs and showing empathy to the tenant, demonstrating determination to succeed in the face of pressure and difficulties. 11. Excellent interpersonal skills, with the ability to convey complex written and oral information clearly and effectively. 12. Ability to effectively interpret a range of different legislation and procedures and clearly explain the information to tenants. 13. Good organisational skills with the ability to work systematically with a calm approach, working on own initiative consistently meeting deadlines. 14. Ability and commitment to maintain detailed, evidence-based records in real time. 15. Ability to create an effective balance between tenancy sustainment and enforcement, with an aim to help tenants remain in their homes, but not at the cost of others' safety. 16. Ability to work flexibly, which may include working out of hours, attending home visits and evening meetings, as necessary. 17. Good IT skills with the ability to use standard IT software including Microsoft Office and Teams and to use other software relevant to the job role. 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
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<p>List desirable criteria:</p> <p>CIH membership and qualification.</p>	
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