



Private Rented Sector Sustainment & Compliance Officer

Reports to:	PRS Rented Sector Sustainment & Compliance Manager		
Department:	Housing Needs and Support	Grade:	PO1
DBS Status:	Enhanced DBS – with Adults	Politically restricted:	No

Job Purpose:

To be part of Brent Council's busy Housing Needs & Support Service, delivering a proactive homelessness prevention service in accordance with the Housing Act 1996 (as amended), the Homelessness Reduction Act 2017, the Renters' Reform Act and the Homelessness Code of Guidance.

The postholder will work to prevent homelessness by intervening in private rented sector tenancies at risk of breakdown, providing early intervention and practical support to both tenants and landlords to help sustain accommodation wherever possible. This will include working constructively with landlords to resolve issues, support tenancy sustainment and ensure compliance with relevant legislation, as well as gathering evidence and supporting enforcement action where appropriate.

The role will involve working closely with internal services, Private Housing Services, legal representatives and the courts to prevent homelessness, reduce the need for temporary accommodation and achieve positive outcomes for residents and landlords.

We are seeking a dynamic, self-motivated and solution-focused professional who is confident working with residents, landlords and partners, able to manage complex situations and committed to delivering high-quality homelessness prevention services.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. Manage a complex caseload of homelessness prevention cases involving private rented sector tenancies at risk of eviction or breakdown, using professional judgement to identify and implement appropriate interventions.
2. Act proactively to prevent homelessness by intervening early in landlord and tenant disputes, negotiating sustainable solutions to enable residents to remain in their accommodation where it is safe and reasonable to do so.
3. Provide specialist advice to residents and landlords on their legal rights and responsibilities, tenancy conditions, and available remedies to prevent eviction.

4. Make independent decisions on appropriate prevention actions in accordance with legislation, statutory guidance, and Council policy.
5. Identify and investigate potential breaches of housing legislation, including unlawful eviction, harassment and non-compliance with statutory requirements.
6. Gather, analyse and evaluate evidence to support enforcement action by Private Housing Services and legal proceedings where required.
7. Prepare detailed case files, reports and legal documentation to support enforcement, court action or other formal interventions.
8. Maintain accurate and robust case records that may be subject to legal scrutiny, review or external investigation.
9. Support residents to understand legal notices, possession proceedings and court processes, ensuring they are able to exercise their legal rights.
10. Assist in the preparation of legal documentation and witness statements where required.
11. Liaise directly with Legal Services, external solicitors and the courts.
12. Attend court hearings where appropriate in support of homelessness prevention and tenancy sustainment.
13. Work collaboratively with Private Housing Services to refer cases for enforcement action and ensure effective joint working to address non-compliance.
14. Liaise with internal departments, including Housing Options, Single Homelessness service, Children and Young People and Adult Social Care, to coordinate appropriate interventions.
15. Work with external partners including housing providers, legal representatives, police and support agencies to achieve positive housing outcomes.
16. Assess and manage complex and sensitive situations involving homelessness risk, anti-social behaviour, tenancy disputes and vulnerability.
17. Use professional judgement to balance prevention opportunities with legal and safeguarding considerations.
18. Take appropriate action to safeguard residents and prevent homelessness.
19. Provide specialist guidance and support to Housing Needs officers and other staff on private rented sector tenancy issues, legal processes and prevention options.
20. Contribute to the development of policies, procedures and service improvements relating to homelessness prevention and private rented sector work.
21. Support the implementation of new legislation, including the Renters' Reform Act.

22. Deliver outcomes that contribute to reducing homelessness and minimising the use and cost of emergency and temporary accommodation.
23. Manage workload effectively to meet service priorities and statutory duties.
24. Maintain accurate records and performance information in line with service requirements.
25. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
26. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
27. 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.
28. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Thorough knowledge of homelessness and housing legislation, including the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017), the Homelessness Code of Guidance and relevant case law and the ability to apply this in practice to prevent homelessness.
2. Detailed knowledge of private rented sector legislation and tenancy law, including landlord and tenant rights and responsibilities, possession processes, tenancy enforcement options and protections against unlawful eviction and harassment.
3. Good working knowledge of the Renters' Reform Act and its implications for homelessness prevention, tenancy sustainment and landlord compliance.
4. Strong understanding of the range of tools and interventions available to prevent homelessness, including negotiation, mediation, legal remedies, enforcement referrals and access to alternative housing options.
5. Knowledge of the legal and practical processes relating to possession proceedings, court action, and eviction and the ability to support residents through these processes.
6. Sound understanding of housing supply and demand issues within an inner London borough and the pressures this places on homelessness services and private rented sector access.
7. Knowledge of safeguarding responsibilities and the impact of vulnerability, domestic abuse and complex needs on housing stability.
8. Understanding of partnership working arrangements with internal services, Private Housing Services, legal services and external agencies to prevent homelessness and address housing risk.
9. Knowledge of the Council's statutory duties to prevent homelessness and the importance of early intervention to reduce reliance on temporary accommodation.

10. Knowledge of evidence gathering and documentation required to support legal and enforcement action.

Experience

1. Significant experience of working in a housing, homelessness or private rented sector environment, managing a caseload of complex cases involving households at risk of homelessness.
2. Proven experience of preventing homelessness through early intervention, including working with tenants and landlords to resolve disputes and sustain accommodation.
3. Experience of negotiating with landlords, tenants and partner agencies to achieve positive housing outcomes, including influencing decisions and resolving complex situations.
4. Experience of investigating housing issues and gathering evidence to support formal action, including preparing detailed case records, reports, and documentation.
5. Experience of providing specialist housing advice to residents facing housing crisis, including advising on legal rights, tenancy issues and available housing options.
6. Experience of working with vulnerable individuals and managing sensitive and complex situations, using professional judgement and maintaining a person-centred approach.
7. Experience of working collaboratively with internal and external partners, including housing providers, legal representatives, enforcement teams and support agencies.
8. Experience of managing competing priorities and working independently, taking responsibility for case outcomes and meeting statutory and service deadlines.
9. Experience of supporting residents involved in possession proceedings or court processes.
10. Experience of working with enforcement teams or referring cases for enforcement action.

Skills and Abilities

1. Ability to manage a complex caseload independently, prioritising competing demands and making sound professional decisions in a pressurised environment.
2. Strong negotiation and influencing skills, with the ability to challenge appropriately and work constructively with landlords, tenants, legal representatives and partner agencies to prevent homelessness.
3. Ability to investigate complex housing situations, analyse information and gather evidence, and present findings clearly to support prevention, legal, or enforcement action.
4. Ability to prepare clear, accurate and professional written reports, case notes and legal documentation, suitable for internal decision-making and external scrutiny, including court proceedings.
5. Excellent interpersonal and communication skills, with the ability to build rapport with residents, landlords, and stakeholders and to manage difficult and sensitive conversations effectively.
6. Ability to work with vulnerable individuals and manage challenging situations, including conflict and distress, while maintaining professional boundaries.
7. Ability to provide specialist housing advice and explain complex legal and housing matters clearly and confidently.
8. Strong partnership working skills, with the ability to work collaboratively across services and agencies to achieve positive outcomes.
9. Ability to use initiative and exercise professional judgement to resolve complex housing problems and prevent homelessness.

10. IT literate, with experience of using case management systems, databases and standard Microsoft applications to maintain accurate and detailed records.
11. Ability to remain resilient, adaptable and solution-focused when managing challenging and complex situations.
12. Demonstrable commitment to equality, diversity, and inclusion, ensuring services are delivered fairly and sensitively to all residents.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs