

PUBLICA

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.



Job title:	Tenancy Relations Officer	Location:	Cotswold
Department:	Environment	Service:	Environmental Protection
Reports to:	Principal Environmental Health Officer (Housing and Public Health)	Working Hours:	37
Job group:	TBC	Peer group no:	TBC
Business World Post number:	Click here to enter text.	Direct Reports (if applicable):	N/A
FTE Salary pro rata:	£35547 - £37078 per annum	Contract type:	Permanent

Main purpose of this specific role:	<p>To promote high standards in private sector housing (renting) by inspecting properties, educating landlords and tenants, and enforcement of legislation where necessary.</p> <p>These high standards will protect the community and improve the quality of life for those affected by private sector housing.</p>
Main requirements of this specific role:	<p>The role holder will:</p> <ul style="list-style-type: none">• Be the lead on tenant-Council relations under the Renters' Rights Act 2025 across the three Publica Councils.

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	<ul style="list-style-type: none"> • Develop and implement policies and procedures to help the Private Sector Housing service tackle harassment and illegal eviction in the Private Rented Sector. • Provide advice to the Council's Housing Options Service to ensure that tenancies are sustained wherever possible, and private sector tenants do not lose their accommodation as a direct result of harassment or illegal eviction. • Work to prevent harassment and illegal eviction, undertaking investigations, and taking legal action where appropriate through casework intervention. • Provide regulatory advice, coaching and training to landlords, tenants, other officers and agencies about landlord and tenant rights, to raise the standards of management in the private rented sector. <p>Conduct investigations and respond to technical inquiries from the public, other departments in the Council and partners in Publica.</p>
<p>Essential qualifications/skills /experience specific to this role:</p>	<ul style="list-style-type: none"> • A minimum qualification equivalent to NVQ level 3 or A level. • Relevant experience in a housing field and landlord tenant relations. • GCSE Maths and English or equivalent to grade C/4 or higher. • Knowledge and experience in assessing complex situations and carrying out inspections. • Able to effectively manage and prioritise workloads, in pressurised situations. • Ability to remain calm and confident when dealing with challenging customers and environments. • Ability to resolve complex issues by negotiation. • Excellent written and verbal communication skills. • Ability to manage time effectively. • Competent in using a range of technology and software packages, including Microsoft and Google.
<p>Desirable Requirements Qualifications, Skills and Abilities:</p>	<ul style="list-style-type: none"> • Degree level qualification in a relevant field (Environmental Health, Housing, law etc.) • Relevant qualifications and experience in areas such as investigatory practice • Experience of directly intervening and successfully supporting tenants suffering from harassment & illegal eviction. • Detailed knowledge and application of landlord & tenant law • Able to prepare and draft reports, legal documents and presentations • Membership of a relevant professional body. • Competent in using Uniform/Idox. • Experience working with internal/external customers, partners/clients and elected members

	<ul style="list-style-type: none"> • Knowledge, understanding or experience of project management principles/methodology.
	<p>Generic Job Profile:</p>
<p>Key Responsibilities of a role within this job group:</p>	<ul style="list-style-type: none"> • Contribute to workplans, service plans and training plans as a subject matter expert, understanding how individual service plans deliver the Council's target performance and strategic objectives. • Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally • Manage and resolve a range of case work and investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines • Consult with technical colleagues as required • Work with Private Sector Housing (PSH) and Housing Options managers to set up systems of work that complement and enhance service provision within these teams. • Work collaboratively with colleagues and teams to intervene in situations where there is reason to believe a tenant may be caused to be illegally removed from their home in order to reduce the likelihood of unlawful eviction taking place and contribute to the prevention of homelessness. • Provide authoritative advice in housing tenancy legislation and practices, with broad understanding of key statutory areas and technology, with a sharp focus on improving customer experience. • Represent the Council and lead initiatives with internal and external stakeholders, including partners, to enhance service delivery. • Process and respond to technical enquiries on a broad range of housing and tenancy legislation from the public and partners in the Councils. • Represent the Council at multi-agency inspections and take legal action as required. • Ensure accuracy and efficiency in data handling and reporting. • Maintain an understanding of current and developing PSH legislation, policy, procedure, business requirements and guidelines. • Planning and prioritising workloads in order to meet agreed short-term objectives • Mentoring colleagues to develop their specialist knowledge and career advancement, thus supporting the Councils to “grow their own”. • Carry out duties with discretion, integrity and maintain confidentiality

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	<ul style="list-style-type: none"> • Understand and demonstrate commitment in delivering the key performance indicators within the function • Actively participate in initiatives aimed at innovating and improving service quality and efficiency in the team and across the Councils. • Be responsible for own self-development to ensure the role requirements are met. • Undertake any other duties as reasonably required to do so 		
General Accountabilities:	<ul style="list-style-type: none"> • Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework 		
Special Conditions:	<ul style="list-style-type: none"> • There is a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business on a frequent • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving Licence • Ability to travel/ access to a vehicle for work purposes 		
Date reviewed:	17/02/26		
Reviewed by:	Phil Measures and Paul Lankester		
Manager job title:	Service Leader		
Date of issue:	Click here to enter a date.		
Checked HRBP:	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Name</td> <td style="width: 50%;">Date</td> </tr> </table>	Name	Date
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