



Job Role	Housing Negotiator
Responsible to:	Area Manager - Procurement
Responsible for:	Procuring PRS and PSL accommodation on behalf of Capital Letters' member Boroughs to meet their homelessness prevention and discharge responsibilities on a pan-London basis.
Job Purpose	
Negotiating and the procuring accommodation across London from the private sector market to meet Capital Letters' objectives, business plan and personal targets.	
Key Responsibilities	
<ol style="list-style-type: none"> 1. Deliver a first class, one stop customer focused service for the procurement of good quality accommodation from a range of providers, delivering an economic, efficient, and effective service whilst meeting personal and organisational objectives and targets. 2. Work with private sector landlords, letting agents, managing agents and other internal and external partners to identify, develop and implement a range of new initiatives to increase the supply of good quality accommodation to meet Capital Letters' business purpose and objectives. 3. Proactively contribute to the development and continuous improvement of Capital Letters procurement procedures to ensure efficiency, effectiveness, value for money and delivery of an excellent customer focussed service. 4. Responsible for the effective planning and delivery of accommodation procurement services to meet personal targets and deliver overall business objectives including proactively anticipating future needs and managing situations that arise. 5. Ensure that all activities are undertaken in accordance with Capital Letters' policies and procedures, including customer service standards, complaints management, data integrity, governance, value for money, probity, health & safety, regulatory compliance, contract management and payments. 	
Marketing & Communication	
<ol style="list-style-type: none"> 6. Actively promote and market private sector accommodation procurement initiatives to landlords, letting agents, managed accommodation providers, portfolio landlords, developers and other partners, using all available tools and methods of communication to meet individual, team and service procurement targets. 7. Ensure that all communications are effective and in accordance with Capital Letters' corporate messaging; build, develop and maintain effective relationships with all key stakeholders. 	

Procurement & Contract Management

8. Contribute to the development of an annual accommodation procurement plan and maintain a healthy pipeline of properties to meet current and projected demand for accommodation types, areas and sizes, monitoring and reporting weekly on individual progress against organisational targets.
9. Inspect all accommodation prior to accepting it for Capital Letters in order to ensure it is fully compliant with the organisation's minimum standards and meets health and safety requirements including gas and electricity servicing and energy efficiency standards.
10. Ensure all accommodation suppliers are meticulously vetted in accordance with Capital Letters' requirements to ensure they are fit and proper landlords.
11. Ensure all accommodation/property files are always kept fully updated and complete, and that all documentation is completed in accordance with Capital Letters' process requirements to comply with audit requirements and inspection regime.
12. Negotiate payment of cash incentives, insurance & rental amounts to landlords and other accommodation providers, in accordance with the Capital Letters' agreed standards & procedures, and ensure all required documentation is completed in order that such payments can be processed to meet agreed timescales.
13. Investigate, analyse and respond promptly to feedback received concerning procured accommodation, taking appropriate action to resolve problems, address any procedural deficiencies and ensure that future service developments reflect lessons learned.
14. Represent Capital Letters as required on relevant forums, in order to improve the outcomes for stakeholders, service users, and the organisation's reputation.

Advice & Support

15. Establish and maintain excellent working relationships with the accommodation suppliers that you work with. Deal with their enquiries and be responsible for managing their complaints or queries.
16. Facilitate the relationship between the landlord and Capital Letters Tenancy Sustainment function
17. Work with landlords, agents and other accommodation suppliers to promote best practice in provision of accommodation

Information & Performance Management

18. Maintain information on private rented properties, all landlords, general contacts and any other relevant information associated with the procurement process keeping this information up to date at all times, and providing detailed reports as required.
19. Maintain detailed records to ensure that up-to-date data and statistics are maintained in accordance with agreed reporting arrangements and that Capital Letters has the information it needs in order to monitor performance, forecast future needs for the service and improve services.
20. Ensure that all payments are properly recorded, monitored and, where appropriate, recovered from the landlord, accommodation supplier or tenant in accordance with the contractual agreements and the Capital Letters' financial requirements.

Other

21. Carry out the duties of the post with due regard to Capital Letters Equal Opportunities, General Data Protection Policies and values.
22. Have full regard to health and safety, particularly in dealing with colleagues and customer safety.
23. Undertake any other appropriate duties as required by the service or as instructed by the service manager and or Operational Director.

Capital Letters Values

Value	Definition
COLLABORATION	We work in partnership, listening and respecting each other to achieve our shared objectives. We believe that more can be achieved by working as one team
ACCOUNTABILITY	We take personal responsibility and ownership for our actions to deliver our promises.
PASSION	We are passionate about making a difference and we take pride in everything we do.
INTEGRITY	We are open, honest and transparent. We value diversity and do what we say we will.
TRUST	We believe in each other, working hard to earn trust and build credible relationships with others. It is the basis of our success.
AGILITY	We are open to new ideas, responsive and flexible. We are innovative and creative, adapting proactively to be best in class.
LEARNING	We are committed to creating a positive environment to embrace change and opportunities to continuously improve and grow, personally and as a company.

Person Specification	
Area	Requirements
Qualifications/ Education	<ul style="list-style-type: none"> • Maths and English GCSE (grade C or above) • Relevant professional qualification (desirable)
Knowledge	<ul style="list-style-type: none"> • Excellent current knowledge of private rented sector housing market and contracts, particularly the issues affecting private rented sector customers and landlords • Knowledge of the government's welfare reform and its implications on the private rented sector & individuals to be able to make referrals to the sustainment team. • Understanding of the impact of LHA on procurement for supporting incentives. • Knowledge of private sector housing law, health and safety rating system and other health and safety regulations (gas, electrics and energy efficiency) and legislation relating to the letting of private sector tenancies. • General knowledge of good property standards and common building problems. • An awareness of the financial implications of decisions and an understanding of the importance of prioritising value for money
Experience	<ul style="list-style-type: none"> • Demonstrable property-related negotiation experience in a commercial setting • Experience of working effectively with private sector landlords and/or within a homelessness context • Experience of successfully developing initiatives and schemes to provide housing opportunities for people in housing need • Experience of Contract management • Experience of managing own caseload • Demonstrable experience of achieving personal performance targets
Skills	<ul style="list-style-type: none"> • Excellent oral and written communication skills, with an ability to explain complex information clearly to a range of audiences • Excellent negotiating, influencing and liaison skills • Strong interpersonal skills • Good organisation, planning and attention to detail • Excellent IT and confidence in using a variety of IT systems and products

Abilities	<ul style="list-style-type: none">• Able to develop and maintain effective partnerships with a wide range of people and organisations• Ability to identify business risks at an early stage within the procurement process• Flexible, problem-solving approach to service delivery• Ability to identify opportunities and develop innovative housing solutions• Ability to prioritise competing demands in a pressurised environment
Behaviours	<ul style="list-style-type: none">• Proactive and uses initiative• Flexible• Determination• Personable• Professional• Commercially minded• Confident with a good sense of humour