



Job Description & Personal Specification

JOB TITLE:	DENS Property Management Advisor
REPORTS TO:	TBC
HOURS: 21-25 hours a week SALARY: £32,000 - £34,000 per annum full-time equivalent LOCATION: Hemel Hempstead/Part WFH hybrid option	
OVERALL JOB PURPOSE <p>DENS Property Management Advisor plays a vital role in securing safe, affordable, and sustainable PRS housing options for those at risk of homelessness or moving on from homelessness services. Driven by a passion for making a meaningful difference, the post-holder works closely with private landlords and letting agencies to build a strong portfolio of housing opportunities.</p> <p>The role involves actively recruiting and engaging potential landlords, developing and managing landlord incentive schemes, ensuring properties comply with private rental sector (PRS) regulations and fire safety standards and compliance. A key part of the position is maintaining strong, supportive relationships between landlords, tenants, and partner agencies to create successful, long-term housing solutions.</p> <p>At its core, the successful candidate will be committed to DENS' mission and passionate about working for a charity that empowers individuals to rebuild their lives.</p>	

KEY RESPONSIBILITIES

Landlord Engagement & Property Management

- Develop and implement a landlord incentive package, including exploring feasibility of landlord insurance, deposit guarantee schemes, and rent guarantees.
- Build and maintain relationships with landlords, letting agencies, and landlord associations to increase the availability of rental properties.
- Develop and distribute professional promotional materials, host events, and liaise with Dacorum Borough Council's PRS team to enhance landlord participation.
- Create and oversee a streamlined process for assessing the suitability of rental properties in compliance with PRS regulations.
- Establish clear criteria and guidance for accepting or rejecting properties and landlords within the programme.
- Identify safe properties that meet current standards of compliance and fire safety, ensuring tenants are placed in secure and suitable housing.

Stakeholder Engagement & Programme Promotion

- Develop and execute a communication and marketing plan to raise awareness of the programme among landlords, referring agencies, and tenants.
- Work with communications teams to manage social media campaigns and promotional efforts.
- Organise and lead events, workshops, and networking opportunities to engage landlords and relevant stakeholders.
- Plan and execute the official programme launch, including liaising with local media and community organisations.

Tenant Support & Case Management

- Develop a referral process that allows landlords to refer struggling tenants to the programme while adhering to GDPR regulations.
- Conduct regular property checks and intervene as necessary to ensure tenancy sustainment and property maintenance.
- Serve as a mediator between landlords and tenants to resolve disputes, escalating to mediation services when required.
- Support tenants transitioning out of properties by managing end-of-tenancy procedures and securing new tenancies where necessary.
- Keep landlords informed of legislative changes and best practices in PRS.

Monitoring & Reporting

- Maintain accurate case records for monitoring, evaluation, and reporting purposes.
- Track housing needs, market trends, and private rent affordability to inform strategic decision-making.
- Collaborate with local authorities, welfare support teams, and external partners to ensure coordinated service delivery.

Contribute to performance monitoring by preparing reports and case studies to support continuous service improvement.

PERSONAL SPECIFICATION:

Requirements	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • Strong knowledge of private rental sector regulations and landlord-tenant relations. • Experience in property management, housing support, or landlord engagement. • Experience managing case records and producing reports. • Knowledge of homelessness prevention strategies and support services. 	<ul style="list-style-type: none"> • Experience working with local authorities, housing associations, or third-sector organisations. • Familiarity with financial assistance schemes such as Discretionary Housing Payments and welfare benefits. • Mediation or conflict resolution experience. • Knowledge of marketing and promotional strategies to engage landlords.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication and negotiation skills, with the ability to build relationships across diverse stakeholders. • Ability to assess property conditions and suitability for rental schemes. • Strong organisational and problem-solving skills, with the ability to manage multiple priorities. 	<ul style="list-style-type: none"> • Experience in delivering presentations or training sessions.
Personal Qualities	<ul style="list-style-type: none"> • Proactive and self-motivated, with a commitment to improving housing outcomes. • Ability to work independently and as part of a collaborative team. • Adaptable and able to respond effectively to a fast-changing housing environment. • Strong advocacy skills to promote tenant rights and landlord interests simultaneously 	
General	<ul style="list-style-type: none"> • A full UK driving license and access to a vehicle is required. • The role may involve occasional evening or weekend work to attend landlord meetings and events. • Subject to DBS check due to engagement with vulnerable individuals. 	

Full UK driving license and own car required for this role

How to apply

Please read the full **Job Description & Personal Specification**

If you match our criteria:

- Please submit your CV plus a supporting statement to HR@dens.org.uk
- Closing date for receipt of applications is **Wednesday 14th May 2025**

For an informal discussion please contact: Sean Fitzgerald, Head of Accommodation Services on 01442 800131

Find out more about DENS at www.dens.org.uk

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