

Job Title: Landlord & Lettings Partnership Manager

Reporting to: Director of Finance and Business Support

Service: Business Support

Salary Band: 5.1

Location: Camden Head Office (2 days per week) / Hybrid

Hours: 37.5 hours per week

This job description may change to reflect changing requirements of the role

The Role

Solace supports survivors of violence against women and girls and women experiencing multiple disadvantage in both supported accommodation and dispersed properties. Safe housing is crucial to the recovery of survivors and two-thirds of the women we support have a housing need. This is an exciting new role to help build pathways and partnerships with housing organisations and landlords to support women and children to safety and recovery.

The Landlord & Lettings Partnership Manager will lead on securing suitable accommodation for our service users both while they are in Solace's services (including refuges and supported accommodation for women experiencing multiple disadvantage) and as they transition to independent living, by building strong partnerships with private landlords and registered housing providers.

As part of the business development team you will work independently to source properties, developing landlord relationships and ensuring sustainable tenancies that benefit both landlords and tenants. You will act as the bridge between landlords and applicants — identifying opportunities, negotiating agreements and supporting successful placements.

Accountabilities

Whilst every endeavour has been made to outline the duties and responsibilities of the post. These duties are not exhaustive.

Key Responsibilities

Property Procurement

- Source suitable properties from private landlords, agents and registered providers
- Proactively identify new accommodation opportunities
- Conduct property suitability assessments

- Negotiate rent levels, terms and incentives
- Maintain an active pipeline of available properties

Landlord Engagement

- Build and maintain long-term landlord partnerships
- Promote the benefits of working with the organisation
- Act as the main point of contact for landlords
- Resolve concerns quickly and professionally
- Encourage repeat lets and portfolio growth

Lettings & Placement

- Work with our frontline services to match applicants to appropriate accommodation
- Coordinate viewings and sign-ups
- Support move-ins and tenancy setup
- Ensure expectations are clear for both tenant and landlord
- Work closely with support teams to sustain tenancies

Partnership & Administration

- Keep accurate property and landlord records
- Liaise with internal teams to ensure readiness for placement
- Monitor tenancy outcomes and address risks early
- Contribute to service targets and reporting

Values, Behaviours & Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

Knowledge, Experience and Skills

(A) TRAINING AND EXPERIENCE

- Experience working with landlords, lettings or housing services
- Full UK driving licence and access to transport (if required)
- Experience in supported housing, homelessness or social housing
- Knowledge of the private rented sector
- Understanding of tenancy sustainment
- Experience meeting property procurement targets

(B) SKILLS AND ACTIVITIES

- Confident problem-solver with a calm approach
- Strong relationship-building and negotiation skills
- Ability to work independently and manage a caseload
- Good organisational and record-keeping skills
- An ability to work under pressure and manage/adapt to changing priorities in a fast changing economic climate
- An ability to produce accurate reports and information within tight timescales, with occasional extra hours if needed
- Flexibility in approach to work and where needed, highlighting conflicting demands early so that all commitments and deadlines are addressed
- Project financial experience including financial planning, forecasting and modelling
- Good presentation and reporting skills including presentation of financial information.
- Word and Excel skills essential

(C) GENERAL REQUIREMENTS

- Ability to form good working relationships with others within Solace and with external agencies.
- Contribute to the smooth running of the Business Support Team.
- Attend regular supervision and appraisal sessions with your line manager.
- Agree and work to an annual individual work plan.
- Contribute to the development of Solace through assisting with funding and partnerships opportunities.
- Willingness to attend relevant training courses as and when required.
- Commitment to Equal Opportunities.
- Maintain confidentiality in all matters relating to the organisation

Team Structure

