**Job Description & Person Specification**

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| Job Title: | (Senior) Private Sector Housing Officer -Fixed Term Contract 12 months | Job Reference: |  (formerly HH21) |
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| Service: | Housing & Environmental Health |
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| Location: | Council Offices, Andover | Grade: | 7 – 8 depending on experience |
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| Reports to: | Principal Environmental Health Manager (Housing) |
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| Date: | August 2018 |
| **Our Values: We expect all of our employees to live by and demonstrate the Council’s five key values of:**  |
| **Accountability, Ambition, Empowerment, Integrity, Inclusiveness.**  |
| **Main job purpose** |
| To work with the Prinicpal Environmental Health Officer (Housing) and other team members to help ensure housing standards are maintained across all tenures in the Borough. This will mainly be done by responding to and dealing with issues raised about the housing conditions of rented properties, licensing of Houses in Mutliple Occupation, processing of applications for Disabled Facilities Grants and other home improvement financial assistance. The team also licences Caravan Sites and ensures compliance with the relevant legislation. The work of the Private Sector Housing team includes:* Assisting with investigations into housing conditions in keeping with the Council’s statutory responsibilities under the Housing Act 2004 (and related legislation) and responding to complaints of disrepair in the rented sector.
* Effectively processing Disabled Facilities Grants and other home improvement financial assistance packages.
* Investigation and enforcing housing standards in houses in multiple occupation.
* Inspections in relation to the Caravan Site and Control of Development Act 1960 and the Mobile Homes Act 2013.
* Supporting work to bring empty properties back into use.
* Assisting in the delivery of energy efficiency and home improvement initiatives
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| **Main responsibilities and duties** |
| 1. Ensure the delivery of an effective service in respect of all aspects of Private Sector Housing work, in accordance with the Council’s values,Service policies and procedures, and within a set budget.
2. To carry out inspections, audits, investigations and monitor of licence conditions as required. Analyse and assess problems and take action as appropriate and to exercise proper delegated powers on legal and financial issues, in order to provide an effective, efficient and professional service to the public.
3. To assist and advise less experienced team members and to provide them with appropriate support, to allow them to carry out their duties in an effective and efficient way, where appropriate.
4. To administer Disabled Facilities Grants and other financial assistance packages including approval of work schedules, recommending grants for approval, inspection of works to comply with schedules of work and recommending payment of grants/loans in accordance with the postholder’s delegated authority.
5. To inspect houses in multiple occupation and mobile homes parks for compliance with specific licence conditions and other legislation. To approve documents sent in support of licence applications, to approve works carried out to comply with licence conditions and to assess licence applications before approval/refusal.
6. To actively contribute and support improved energy efficiency in residential homes in the borough, with reference to the Council’s Home Energy Conservation Act action plan, and with due regard to national policy and in the interest of securing available funding opportunities.
7. To prepare reports, formal and informal notices, evidence and statements in respect of legal proceedings, public appeals and enquiries within the time periods for compliance and give evidence as necessary on behalf of the Council.
8. Prepare reports for the Principal Environmental Health Officer (Housing) and attend Council Committee meetings and working parties, if required.
9. Provide professional advice and support to Councillors, other agencies, landlords, tenants, property managers, agents, staff and the public concerning private sector housing and licensing as appropriate.
10. Ensure that the delivery of Private Sector Housing functions complies with accepted professional standards, the Council's policies and procedures and all applicable legislation, including that relating to equalities & diversity, health and safety, and the safeguarding of children and vulnerable adults.
11. Implementing the provisions of the Council’s Housing Strategy related to private sector housing including the Council’s Private Housing Financial Assistance Policy.
12. To work in partnership, both externally and internally, including across the wider Housing & Environmental Health Service as may be required to achieve the service objectives and deliver against the Council’s strategic aims.
13. Carry out all functions to a professional standard, in accordance with relevant legislative requirements, good practice and also adhering to all Council and Service policies, procedures and standards.
14. Maintain an up-to-date knowledge of relevant legislation, guidance and good professional practice.
15. To plan, prioritise and organise own workload.
16. To comply with and/or ensure compliance with the Council’s Data Protection Policies and the Data Protection Act and other relevant legislation.

\**This is a career graded post, with a competency bar at the top of Grade 7. To progress to Grade 8 the postholder must fulfil the following criteria:** *An additional appropriate higher technical qualification (such as a level 4 equivalent qualification in environmental health, housing or building construction), and*
* *At least 5 years experience of working in the job role; and*
* *Be able to lead on more complex invesitgations and to take statutory enforcement action without supervision*

*The list of duties is not to be regarded as an exhaustive list and you should be aware of the need for flexibility in the interest of the Council and its customers.*  |
| **Supervision and management** |
| * The postholder does not have any line management responsibility.
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| **Resources** |
| * The postholder is not in control of any budget, vehicle or other specialist resources, but will be provided with personal protective equipment and other equipment as necessary to undertake duties required.

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| **Contacts and relationships** |
| * The post is a public facing role and will have regular contact with members of the public and business operators. The postholder is also required to work closely with other Council Services as appropriate to meet wider Council objectives.
* Form effective relationships with a range of internal and external stakeholders including elected representatives, national and local professional bodies, local authorities and external partners.
* Working with elected members to help resolve community concerns.
* Assist with promoting the functions of Private Sector Housing and the Council as a whole to organisations and individuals external to the Council.
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| **Working environment** |
| * This is an office based role.
* Frequent travel to sites around the borough is required.
* There will occasionally be exposure to all weather conditions, traffic conditions, and hazards connected with lone working and possible exposure to dirt, dust and noise.
* Involves contact with the public with a risk of challenge or abusive behaviour.
* The postholder will be required to inspect dwellings including climbing ladders and inspecting loft spaces.
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| **CRITERIA**Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references. | **ESSENTIAL****DESIRABLE** |
| **Educational and professional qualifications** |  |
| * Qualification in Building Construction or Technology, Building Surveying or Environmental Health.
* Membership of the Chartered Institute of Environmental Health (CIEH), Chartered Institute of Housing (CIH), Royal Institute of Chartered Surveyors (RICS) or Chartered Institute of Building (CIOB)
* 5 GCSE’s or equivalent, including English and a science subject.
* Educated to Degree Standard.
* Certificate of Competence in Housing Health & Safety Rating System.
 | DesirableDesirableEssentialDesirableEssential  |
| **Knowledge** |  |
| * Minimum of 3 year’s experience in Private Sector Housing work.
* Understanding the importance of organisational core values to delivering high quality customer service.
* Good overall understanding of the work of Private Sector Housing including housing inspections, Disabled Facility Grants, Enforcement and HMO Licensing.
* Political awareness.
* Knowledge of best practice, including good technical and legal knowledge, in Private Sector Housing matters.
 | EssentialEssentialEssentialDesirableEssential |
| **Experience**  |  |
| * Investigation of a wide range of housing conditions problems and experience of follow up enforcement action.

 * Taking legal proceedings and as a witness in court proceedings.
* Experience of working with other professionals/organisations to secure shared aims
* Experience of Idox Uniform.
* Experience of working with vulnerable adults or children
* Training in and experience of using the Housing Health and Safety Rating System
 | Essential - vast experience for Senior.Desirable – Essential for Senior.DesirableDesirableEssential Essential  |
| **Key skills** |  |
| * Excellent communication skills, including the ability to communicate messages clearly, confidently and effectively, both verbally and in writing.
* Excellent interpersonal skills and the ability to deliver high standards of customer care.
* Ability to interpret legislation accurately, work to current codes of practice and apply best practice.
* Ability to assess regulatory options and apply sound judgement.
* Ability to work with Private Rented Sector Landlords and their agents, recognising the importance of the sector to the Council’s strategic aims, when balancing enforcement action against negotiation and support.
* Ability to organise work to meet targets and deadlines whilst delivering high standards of work.
* Ability to use tact and diplomacy at all times and display sensitivity in delicate situations.
* Ability to deliver customer focused services.
* Ability to build working relationships and liaise at all levels, including with elected representatives.
* Ability to work under pressure and with excellent time management, customer care, prioritisation and conflict resolution skills.
* Ability to collaborate and work well with others to achieve results.
* Ability to work as part of a team and/or alone as required and use own initiative.
* Computer literate and proficient in Microsoft Office.
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| **Personal qualities and behaviours** |  |
| You are dynamic and you look at life as an opportunity.You are committed to achieving, improving and innovating. You use your role as a mechanism to “can do” rather than “no way”. You value diversity, promote equality of opportunity for all, and you are committed to delivering services that are accessible to all. You are able to build and develop positive working relationships, recognising that everyone in the organisation and within partner agencies contributes, and that everyone, no matter their seniority, deserves to be treated with respect. You are personally accountable for your own actions and you take ownership of problems and service improvements. You are friendly, fair and easy to work with, recognising that you may need to use different approaches to communicate effectively with different people to help aid their understanding. You are committed to delivering the best possible services for residents, and internal and external customers.  | EssentialEssentialEssentialEssentialEssentialEssentialEssentialEssential |
| **Other Factors** |
| Where appropriate the role may be subject to a basic disclosure check or a standard or advanced disclosure and barring service check.The post holder must be able to travel to Hampshire wide locations and occasionally to further locations some of which may not be easily accessible by public transport, therefore the post holder must have a valid driving licence and access to their own vehicle for work purposes. . The role will attract Essential Car User Allowance.The post holder may on occasion, be required to attend meetings out of hours. |
| **Corporate Responsibilities** |
| All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:**Health and Safety -** Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974. All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.**Safeguarding -** This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.**Equalities** – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics. **Social Media** - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council. **Financial** – Employees are required to adhere to the Council’s financial regulations and to undertake tasks/training in that context, as required. **Risk Management -** Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.**Data Protection and Data Security** - We hold and process information about our customers and as such we are legally obliged to protect that information.Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.  |