 **Role Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title** | Housing Disrepair Case Officer | | |
| **Team** | Housing, Wellbeing & Communities | **Grade** | Grade 8 |
| **Reports to** | Technical Services Manager | | |
| **Date** | June 2025 | | |

**One Arun:**

|  |
| --- |
| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**  A logo of a chat  Description automatically generated |

**Overall job purpose:**

|  |
| --- |
| The post holder will lead on the management and resolution of housing disrepair complaints, focusing particularly on complex cases involving legal representatives or progressing under the Pre-Action Protocol for Housing Disrepair. They will act as the council’s lead officer for disrepair casework, applying legal knowledge, analytical skills, and negotiation techniques to manage disputes and resolve tenant concerns in a timely, proportionate, and fair manner.  Working collaboratively with in-house teams, contractors, legal services and external solicitors, they will be responsible for the end-to-end handling of disrepair claims, ensuring legal duties are met and complaints are resolved effectively. The post holder will also identify themes and learning from cases to help reduce future disrepair claims and improve service delivery across the housing service. |

**Key areas of focus:**

|  |  |
| --- | --- |
| **Role Requirements:** | |
| 1. | Take ownership of complex disrepair complaints from start to finish, including complaints linked to legal proceedings and/or the Pre-Action Protocol for Housing Disrepair Claims. |
| 2. | Liaise with tenants, legal representatives, internal departments, and external legal advisors to resolve disrepair disputes, often through negotiation and clear communication. |
| 3. | Coordinate the timely provision of information, evidence, and documentation in response to disrepair letters of claim or other legal correspondence. |
| 4. | Provide expert advice and input on legal disrepair issues, tenant rights under legislation such as the Landlord and Tenant Act 1985 and the Homes (Fitness for Human Habitation) Act 2018, and Council responsibilities. |
| 5. | Draft formal responses to legal disrepair claims, working closely with the Council’s Legal Services and external solicitors to assess liability, agree resolution options and protect the Council’s legal position. |
| 6. | Identify and escalate urgent risk areas to minimise legal exposure and ensure timely action by the relevant teams or contractors. |
| 7. | Keep accurate, up-to-date case records using housing IT systems and ensure defensible documentation of all actions and correspondence. |
| 8. | Work collaboratively with all Housing, Wellbeing & Communities teams to ensure agreed works are delivered promptly and effectively, updating tenants and legal representatives as required. |
| 9. | Investigate Stage 1 and Stage 2 complaints relating to disrepair, ensuring a thorough, fair, and timely response that addresses all elements of the complaint. |
| 10. | Support learning from disrepair complaints and claims, highlighting service failures and contributing to action plans or service improvements to reduce future disrepair cases. |
| 11. | Support performance reporting and complaint trend analysis to identify patterns, inform risk mitigation, and guide investment planning or operational improvements. |
| 12. | Maintain up-to-date knowledge of housing law, disrepair case law, and relevant government guidance and ensure best practice is embedded in the Council’s approach. |
| 13. | Represent the Council in meetings with tenants, solicitors, contractors and other stakeholders to progress disrepair cases and maintain positive working relationships. |
| 14. | Work with senior officers to ensure outcomes from disrepair complaints and legal claims are captured and acted on. |
| 15. | Respond to Freedom of Information requests, Councillor enquiries and MP queries related to disrepair, ensuring transparency and compliance. |
| 16. | Uphold the values of the One Arun culture framework, demonstrating integrity, fairness, empathy and a commitment to collaborative working and service excellence. |
| 17. | Commit to ongoing professional development and ensure up-to-date knowledge of best practice in disrepair case management. |
| 19. | Undertake any other duties appropriate to this post as necessary or as requested and travel as needed. |

**Additional information**

|  |  |
| --- | --- |
| 1. | Not responsible for line management of staff. |
| 2. | Responsible for budgets. |
| 3. | Service delivery: The postholder is expected to contribute to the improvement of service delivery standards. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications** | | |
| Legal qualification or equivalent experience in housing law, complaints handling, or dispute resolution |  | x |
| Training or certification in complaint handling or case management |  | x |
| **Experience** | | |
| Experience of managing housing complaints, legal disrepair cases, or tenancy disputes | x |  |
| Experience in drafting formal complaint responses and negotiating settlements with solicitors |  | x |
| Familiarity with the Pre-Action Protocol for Housing Disrepair Claims | x |  |
| Experience working in a local authority or social housing environment | x |  |
| Experience responding to complex customer complaints or MP/Councillor enquiries | x |  |
| **Knowledge** | | |
| Good understanding of disrepair legislation and tenant rights, including FFHH Act 2018 and Landlord and Tenant Act 1985 |  | x |
| Awareness of common housing defects and the disrepair claims process | x |  |
| Knowledge of legal case management procedures and evidence collation |  | x |
| Familiarity with the Housing Ombudsman Complaint Handling Code | x |  |
| Understanding of complaint trends analysis and service improvement principles | x |  |
| **Behaviours** | | |
| **Consistency:** Maintains standards,  behaviours and fair decision making at work, correlating actions to opinions. | x |  |
| **Integrity:** Builds trust by meeting all commitments, demonstrates honesty and integrity and acts as a role model. | x |  |
| **Adaptability:** Ability to remain flexible and resilient when encountering new or different circumstances and identifying solutions. | x |  |
| **Transparency:** Openly and honestly conveys information as they know it. | x |  |
| **Inclusivity:** Considers the wider needs of  others when communicating and encourages tolerance and respect in others. | x |  |
| **Supportive:** Builds a supportive work environment by being available, actively listening and providing constructive advice or suggestions. | x |  |
| **Competencies** | | |
| **Collaborative working:** Pulls the team together, can work in collaboration internally/externally to achieve an end result. | x |  |
| **Communication (written/oral):** Able to communicate (sometimes contentious matters) clearly, appropriately and respectfully at all levels. | x |  |
| **Customer focus:** Able to gain insight into  customer needs to build and deliver solutions that meet expectations and maintain effective relationships. | x |  |
| **Initiative:** Is resourceful and able to work and make decisions with limited supervision. | x |  |
| **Working with stakeholders:** Displays Arun’s values and behaviours when interactingwith internal and external stakeholders, developing a  network of contacts. | x |  |
| **Other** | | |
|  | Yes | No |
| Does this role require an **Basic** DBS (Disclosure and Barring Service) check? | x |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). |  | x |
| Is this a Politically restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work? |  | x |
| Does this role require a driver’s license and access to a vehicle? |  | x |
| Does this role attract an essential car user allowance? |  | x |
| Does this role attract a market supplement? |  | x |
| Does this role require a uniform? |  | x |