 **Role Profile**

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| **Job Title** | Houses in Multiple Occupation Officer (Additional Licensing) | | |
| **Team** | Private Sector Housing and Public Health Team | **Grade** | 9 |

**Overall job purpose:**

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| To assist the Private Sector Housing and Public Health Team in protecting and improving our community’s health and environment with particular emphasis on houses in multiple occupation and implementing and administering the Council’s additional Houses in Multiple Occupation (HMO) Licensing Scheme. |

**Key areas of focus:**

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| 1. | To carry out investigations into defective housing conditions within the private sector using the Housing Health and Safety Rating System (HHSRS) to produce reports on conditions found and taking appropriate enforcement action, including the service of enforcement Notices such as Improvement Notices, Prohibition Orders and Emergency Prohibition Orders, and to organise emergency works in default. |
| 2. | To administer the Council’s additional houses in multiple occupation licensing scheme, carry out inspections and issue licences as appropriate. |
| 3. | Consult with the Fire and Rescue Service, where appropriate, to validate fire safety requirements when serving enforcement Notices and issuing HMO licences to ensure suitable and appropriate fire safety measures are in place and in accordance with relevant fire safety legislation. |
| 4. | To advise and liaise with landlords/owners and tenants on the appropriate standards of housing, private sector housing management and relevant legislation. |
| 5. | To investigate complaints of overcrowding and over occupation in the private sector and taking the most appropriate course of action, including preparing and serving legal notices and taking legal action in line with the Council’s enforcement policy. |
| 6. | To investigate complaints about housing and tenancy conditions and taking appropriate action, including preparing and serving legal notices and taking legal action in line with the Council’s enforcement policy. This may include liaison with contractors, letting agents, managing agents, freeholders, leaseholders and solicitors. |
| 7. | To undertake drainage investigations and complaints in relation to the private sector and taking appropriate action, including preparation and service of legal notices, putting work out to tender and supervising works in default. |
| 8. | To investigate public health nuisances in relation to the private sector and taking appropriate action including the preparation and service of legal notices. |
| 9. | To investigate complaints and obtain evidence in relation to harassment and unlawful evictions in the private sector and taking appropriate action. This may include engaging with occupants, informing them of their legal rights and signposting to supporting organisations. |
| 10. | Respond to UK Entry Clearance requests regarding property condition and overcrowding. Complete inspections and provide assessment reports as necessary. |
| 11. | To provide comprehensive written, electronic and verbal reports on any work undertaken and to produce comprehensive records which may be used for evidential purposes. |
| 12. | Liaising with internal housing services where members of the public may be faced with being made homeless as a result of enforcement action and ensuring appropriate measures are taken in accordance with statutory duties. |
| 13. | To work under minimum supervision on a daily basis but to liaise with your Managers on matters such as serious breaches of legislation or standards. |
| 14. | To keep daily written or computer records of inspections and actions taken and to ensure all work is completed in accordance with legal requirements and statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are adhered to. |
| 15. | To investigate criminal offences such as unlicensed HMOs and breaches of HMO Management Regulations including obtaining evidence, obtaining witness statements, cautioning suspected perpetrators and interviewing under caution; all in accordance with the Police and Criminal Evidence Act (PACE). |
| 16. | To obtain evidence and take the lead in formal legal enforcement as appropriate, to include the preparation and presentation of complex reports to the Council’s Enforcement Review Panel (ERP), preparation of legal bundles and to attend courts and tribunals to give evidence as a witness. |
| 17. | To issue Civil Penalty Notices. |
| 18. | To apply for Rent Repayment Orders on behalf of the Council, where appropriate. |
| 19. | To apply for warrants by attending Magistrates’ Courts. |
| 20. | To develop and maintain good joint working relations and practices with external partners and enforcement agencies, for example Sussex Police, the Fire and Rescue Service and Immigration. |
| 21. | Using confidential external systems to obtain personal information when investigating criminal offences such as the National Anti-Fraud Network database. |
| 22. | To request for the disclosure of personal data where appropriate to obtain confidential information held by other authorities and agencies such as Sussex Police and HMRC, when investigating criminal offences. |
| 23. | To respond and provide comment on all housing-related planning consultations. |
| 24. | To review the HMO Standards document at regular intervals to ensure they remain relevant and appropriate to the district and in-line with legislation |
| 25. | To work outside of normal office hours from time to time. |
| 26. | To maintain and develop good relations with the public, other Officers and Members of this and other local authorities. |
| 27. | To comply with all the Council’s policies, procedures, regulations and initiatives, in particular, Equality and Diversity, Health and Safety and Safeguarding. |
| 28. | To assist or lead on the implementation of new legislation, regulatory regimes and initiatives as required. |
| 29. | To assist in the training of the public, other staff, students and councillors. |
| 30. | To contribute to the continuous improvement of the HMO Team including reviewing current processes to make them more streamlined and assisting to develop better ways of working. |
| 32. | To be responsible for self-development, including maintenance of CPD |
| 33. | Any other duties that are appropriate with this post. |

**Additional information (not contractual)**

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| 1. | Service delivery;  The postholder is expected to work to service delivery standards set by others. |

**Role Requirements**

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

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications** | | |
| Graduate with a Degree in Construction or a closely related subject or ONC/HNC in Construction or equivalent with 3years experience in similar post, or BSc/Diploma Accredited by CIEH | X |  |
| **Experience** | | |
| Inspected houses particularly multi-occupied | X |  |
| Prepared reports and specifications on remedying/disrepair and fire precautions | X |  |
| Supervised repair/ rehabilitation work | X |  |
| Competent in the use of the Housing Health and Safety Rating System | X |  |
| Worked for a Contractor in the private sector |  | X |
| Previous work with a Local Authority |  | X |
| Worked in fire safety in Fire Brigade |  | X |
| **Knowledge** | | |
| Experience of IT packages | X |  |
| Plan and drawing reading skills | X |  |
| Able to interpret and apply legislation | X |  |
| Experience of GIS |  | X |
| General Interest in the built Environment and its improvement |  | X |
| **Behaviours** | | |
| Accountability: Acknowledges mistakes with patience and understanding and offers support to rectify the situation, putting in place measures to prevent future errors. | X |  |
| Consistency: Maintains standards, behaviours and fair decision making at work, correlating actions to opinions. | X |  |
| Adaptability: Ability to remain flexible and resilient when encountering new or different circumstances, and identifying solutions. | 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 |  |
| Critical Thinking: Able to consider different perspectives, and Council needs and procedures in balance when making decisions and solving problems. | X |  |
| Decision Making: Encourages and coaches staff to make decisions in order to meet customer and service delivery expectations | X |  |
| Industry Knowledge: Actively seeks out best practice and CPD to understand current issues related to the department, sector and profession to make informed decisions. | X |  |
| Initiative: Is resourceful and able to work and make decisions with limited supervision. | X |  |
| Organisation Skills: Understands work of the wider team and feeds into supporting this alongside own work, making the best use of available resources. | X |  |
| Problem Solving: Able to identify internal/external issues, consider solutions and implement to support objectives. |  |  |
| **Other** | | |
|  | Yes | No |
| Does this role require a **Basic** DBS 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 licence 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 |