**Job Description**

Job Title: Housing Standards Officer

Pay Grade: W3 - W4

Directorate: Place

Team: Housing Standards

Reporting to: Senior Housing Standards Officer

Budgetary Responsibilities: N/A

Job Purpose:

To improve housing standards for people living in private sector accommodation, by giving advice, conducting detailed inspections, and taking appropriate enforcement action using a wide range of relevant legislation (including the operation and enforcement of property licensing schemes and housing and tenancy legislation).

Main Tasks:

1. Investigating service requests regarding housing conditions and tenancy issues, and taking appropriate informal or formal actions, to improve accommodation and resolve tenancy issues.
2. Inspecting private sector housing (including houses in multiple occupation) and securing their compliance with statutory requirements.
3. Inspecting licensed properties for compliance with the Council's standards and licensing conditions and taking appropriate action on unlicensed properties.
4. Providing information, advice and guidance on housing standards matters and landlord legislation, to landlords and tenants, as appropriate in accordance with the Council’s Private Sector Amenity Standards.

1. Preparing and serving letters and legal notices.
2. Preparing witness statements and giving evidence in legal proceedings and Tribunals.

1. Liaising and consulting with statutory partners as appropriate.
2. To ensure that all required information is collected, accurately entered and recorded to enable proper processing of licence applications and service requests by following procedures and templates, liaising with relevant people as appropriate in line with team requirements, understanding that these records may be used in subsequent legal proceedings.
3. To prepare and provide statistical information as required.
4. Participating with activities to promote the services offered by the Council, including (but not limited to) staff and student training, and landlord forums.
5. Keeping informed in respect of new legislation affecting the work of the team, including liaison with other departments and outside organisations on matters of mutual concern. Sharing this information with other team members to ensure all team members are aware of changes and updates.

1. Working collaboratively with other officers in all teams to deliver an excellent level of service.
2. To support the Let’s Rent team with inspections of properties prior to their inclusion on the scheme, and the Homes for Ukraine team with the property inspections to ensure the properties are appropriate to accommodate refugees. Carry out appropriate inspections with other teams in the Council and external agencies where appropriate and authorised by the Senior Housing Standards Officer.
3. Delivering a service compliant with current legislation and regulations (including legislation on equalities, health and safety, and safeguarding), accepted professional standards, the Council's policies and procedures.

People Management: *N/A*

Service Management: *N/A*

Financial Responsibility: *N/A*

Other Responsibilities:

* To have regard for the duty of care of information (with particular reference to the Data Protection Act and Freedom of Information Act) gained during the course of employment that relates to other employees, the public, contractors, Elected Members etc.
* To create and maintain authentic, timely and reliable records in relation to duties undertaken. To take due care and attention when gathering, recording and manipulating data and to have regard to guidance issued by the Council in connection with data management.
* To undertake other duties which may arise or as may be delegated by the Senior Housing Standards Officer or Head of Environmental Health from time to time, commensurate with the skills required for this post.

**Person Specification**

**Key:**

E = Essential, D = Desirable,   
A = Application Form, I = Interview, P = Presentation

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Standard** | **E/D** | **Measure** |
| **Education & training** | * Educated to ‘A’ Level or equivalent level vocational qualification * Housing Health and Safety Rating System (HHSRS) assessment certification * Degree level qualification (or equivalent) in environmental health, building surveying or other building related subject. | E  D  D | A  A  A |
| **Experience** | * Proven and demonstrable experience in building inspections * Demonstrable understanding of buildings, issues that can arise and why, and the workings of systems within properties * Knowledge and experience of dealing with legislation and enforcement procedures relating to housing conditions * Practical understanding of the Housing Health and Safety Rating System as a mechanism for assessing housing conditions * Practical understanding of the principles of licensing of the private rented sector * Proven and demonstrable experience of managing complex cases to a successful conclusion within time constraints * Knowledge and experience of drafting legal notices to secure improvements in the private rented sector * Knowledge and experience of providing tenancy relations advice to private sector tenants and landlords * Experience of preparing and giving evidence and representing the Council in prosecution proceedings and at Tribunals * Excellent IT skills (Outlook, Word, Excel) | D  E  D  E  E  E  D  D  D  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Special Requirements** | * Occasional requirement to attend external meetings * Occasional requirement to work outside normal office hours (including early morning or evening working) * Commitment to implement and promote the Council’s Diversity Policy * Use of a vehicle for undertaking visits * Full, clean driving licence | E  E  E  E  E | I  I  I  I  A/I |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | Yes |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | No |
| **Does this role have emergency responsibilities?** | No Choose an item. |

**Role Map (W3)**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **2** |
| Leading our People | **1** |
| Delivering for our Customers | **2** |
| Making Change Happen | **2** |
| Team and Partnership Working | **2** |
| Communicating Openly | **2** |
| Performance Management | **1** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).

| **LINKED GRADE DESCRIPTORS** | | | | | **Behaviours from Role Map** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Job Title** | **Team + grade** | **Duties/ responsibilities with reference to behaviours** | **Probable Qualifications** | **Indicative Experience** | **SofF** | **LourP** | **DforourC** | **MCH** | **Tand PW** | **CO** | **PM** |
| Housing Standards Officer | W3 | Able to perform the main duties of the  post as set out in the Job Profile with  minimal supervision. | A-Level or equivalent. | Indicative  experience in the  role at WBC of 0-  3 years.  Able to use relevant  computer applications, such as Outlook, Excel, Idox  Uniform and Integra.  Able to  demonstrate all  necessary skills  to be able to fulfil  the role as outlined in the job description. | 2 | 1 | 2 | 2 | 2 | 2 | 1 |
| Housing Standards Officer | W4 | Able to perform the main duties of the  post as set out in the Job Profile with  minimal supervision.  A level of knowledge and experience of the service, and completion of tasks required within the job description to enable supporting of colleagues and within the wider team. | A-Level or equivalent.  Housing Health and Safety Rating System (HHSRS) assessment certification.  Further achievements in other supportive learning and development, such as, dealing with difficult customers, building structure modules, damp and mould course, etc.  Learning and development in areas including understanding and applying relevant legislation, effective enforcement etc | Indicative  experience in the  role at WBC of 3  years plus.  Be proficient in the use of computer applications as above, plus Sharepoint, DMS, Uniform reports, and finance systems.  Evidence of experience in being able to  demonstrate all  necessary skills  to be able to fulfil  the role as outlined in the job description, particularly being able to see through complex cases, including enforcement actions, to a conclusion.  An ability to contribute to improved ways of working, for example suggesting efficiencies in policies, procedures or processes. | 2 | 2 | 3 | 2 | 2 | 3 | 1 |