**Job Description**

Job Title: Housing Standards Support Officer

Pay Grade: W2

Directorate: Place

Team: Housing Standards

Reporting to: Senior Housing Standards Officer

Budgetary Responsibilities:

* **Staff - £N/A**
* **Other Direct - £N/A**
* **Other Indirect – N/A**

Total £N/A

Job Purpose:

* To provide business and administrative support for Housing Standards team functions in order to improve housing standards for people living in private rented accommodation within the Borough, and to ensure that landlords are aware of, and adhere to, housing and tenancy legislation and that tenants are aware of their rights.

Main Tasks:

1. Provide administrative support to the Housing Standards team to enable excellent service delivery in all work areas and team functions, and in particular to meet legal requirements, service operational plan, targets and any service agreements.

1. To give advice and guidance to customers and deal sensitively and sympathetically with individuals and groups from a wide range of backgrounds, disabilities and cultures.

1. To respond to customer requests and general enquiries relating to housing standards, property licensing and tenancy issues, offering guidance and advice, by phone, in writing and in person as needed and to be able to identify certain tasks that may require urgent attention.

1. 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.
2. To receive and process applications for property licences in accordance with the relevant legislation.

1. 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.

1. To follow the procedures and undertake checks and audits of paperwork, confirming as appropriate the properties with licence conditions that need to be checked. This could include carrying out low level inspections to check on licence conditions and number of occupants and preparing witness statements as required.

1. To monitor property licences and instigate action where properties are unlicensed or may become unlicensed.

1. To monitor licensed property visits, ensuring that all properties are visited either just before their licence is issued, or within the licence period. Arrange the visits, collating required paperwork, and support the officer with visits and follow up tasks as required.
2. To monitor notices to ensure compliance and to maintain the integrity of the notice database. To input Delegated Authority information on the ModGov system.
3. To support the Housing Standards Officers with their case loads including booking visits, serving notices, following up actions etc as appropriate.

1. To prepare witness statements as required to support Housing Standards enforcement action.

1. To deal with all types of correspondence including accurate filing of electronic documents, scanning, and minute taking.

1. To maintain and retrieve information held on computerised databases.

1. To maintain accurate client records and databases, assisting in research to guide planning decisions such as collecting and analysing data with the preparation of monitoring returns, producing standard letters and other documents as required.

1. To prepare and provide statistical information as required.

1. To produce caseload progress reports assisting the team in progress monitoring and allocation of cases on a regular basis.

1. To process invoices and payments.

1. To draft legal notices to request legal information.

1. To accurately record and calculate payments in order that reports are regularly available on activity and spend.

1. To work with colleagues, agencies and organisations to achieve continuous improvement in service delivery.

1. To maintain knowledge of all the administrative tasks relating to the Housing Standards Service, at such a level as to ensure administrative staff absences are covered.

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, Head of Environmental Health or other Senior Officers from time to time, commensurate with the skills required for this post. This could include providing administrative support for Environmental Health and Licensing when needed.

**Person Specification**

**Key:**

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

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
|  **Criteria** |  **Standard** | **E/D** | **Measure** |
| **Education & training** | * GCSE Maths & English or equivalent (A-C)
* ‘A’ levels or equivalent
* Membership of the CIH (Chartered Institute of Housing)
 | EDD | AAA |
| **Experience** | * Experience of working in an office environment
* Proven experience of undertaking administrative duties
* Proven experience of liaising effectively with organisations and individuals
* Proven experience of delivering high quality customer care
* Experience of working with diverse client groups
* Excellent attention to detail
* Excellent communication skills, both written and verbal
* Ability to multitask, prioritise effectively, work to tight deadlines
* Numerate
* Proven ability to demonstrate a sound judgement in a wide, diverse range of situations.
* Proven ability to manage complex and difficult situations.
* Effective IT skills (Outlook, Word, Excel)
* Experience of using and maintaining databases
* Ability to work effectively as part of a team.
* Ability to work effectively on own initiative.
* Ability to record information accurately.
 | EEEEDEEEEEEEEEEE | A/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/I |
| **Special Requirements** | * Willing to work flexible hours, evenings and weekends as necessary.
* Willing and able to undertake further training, if required
* Full driving licence
 | EED | IIA/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**

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