Job Description

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| **Job Title** | Housing Standards Project Officer |
| **Grade** | PO2 |
| **Reporting To** | Housing Standards Manager |
| **JD Ref** | REG0175P |

Purpose

To lead on the data research, analysis, collation, and intelligence gathering for the Housing Standards and related functions; to author the reports and present the findings Corporately, for national statistical returns, for Senior Leadership Team, Senior Managers and to other relevant stakeholders. To complete confidential financial investigations for housing enforcement activities and to produce appropriate reports for legal referral and consideration. To maintain and enhance the usability of the Wirral Corporate website for Private Sector Housing activities and manage and direct the work of housing assistants.

Main Duties And Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.

**Specific duties & responsibilities:**

* Support the Housing Standards Team in establishing, researching, analysing, collating, and reporting business data and intelligence and to lead in the delivery and communication of accurate reporting and performance management information from various data systems and other data capture processes used by the service to develop and support the required complex reports for business reporting utilising appropriate tools such as report builder and power BI.
* To advise Managers and Senior Managers on technical specification for a replacement case management system for public protection and engage with stakeholders and service users on system demand to identify the tender specification that should enhance the service delivery through process automation and service improvement. Reports and updates on the procurement and training of users should be completed periodically as per service demands.
* Support the operational project work of the Housing Standards team for example of specific projects such as the MHCLG led renters’ rights related data returns and to provide the statistical data returns to the required Government agencies and the production of intelligence and data to support the delivery of business planning, cases for discretionary licensing and other projects.
* Manage a team of Housing Assistants to ensure resources are deployed effectively to support the Housing Standards team’s service delivery function, whilst planning and prioritising the team’s workload in line with service demand, investigating and offering options for reports to team members and operational managers.
* To work with data protection teams in adapting data / information systems to ensure an accurate and timely responses to Freedom of information and personal data access requests and to ensure the Councils Website has information that is up to date, relevant, sufficient, and unambiguous in relation to the guidance and support we would offer our customers.
* To contribute to business cases, bid submissions, possible project funding bids and awards by leading on the research, collation, and provision of accurate data sets / analysis.
* To research best practise, regionally and nationally related to Housing Standards Functions and make recommendations to Senior Management that shape and design the implementation of information systems that aim to improve service delivery and the customer experience.
* To lead on the financial investigations of ‘Non-Compliant’ Landlords to support any prosecutions and other enforcement arrangements and provide data analysis on projected Income generated from enforcement activity.
* To lead on improvements of data quality and reporting in the service to managers and arranging / delivering appropriate training.
* To be responsible for monitoring and reporting on income generated through enforcement activities and ensuring debts are appropriately followed up.
* To participate in training and personal development using all learning opportunities to develop the necessary personal skills to improve effectiveness, efficiency, and delivery of service in line with corporate, directorate and service priorities that would reflect positive commitment to equal opportunities and promote non-discriminatory practises in all aspects of work undertaken.
* Anything else commensurate with the grade.

**Communication, Engagement and Training:**

* Lead on the engagement with landlords, tenants and vulnerable clients with diverse needs including developing strategies for hard to engage residents and provide guidance to the team in line with corporate customer care guidelines.
* Ensure training is up to date, relevant and enables the team to identify support needs and provide relevant referrals to partner agencies and feel confident in their role.
* Analysing enquiries and customer feedback from the public, partners and service users providing recommendations to managers and senior Managers for service improvements.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Ensure all data is managed in accordance with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Be responsible for the checking and validation of processes and systems for managing client information and to ensure that data conforms to appropriate audit criteria including benefit checks, self-assessment forms, application forms.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Educated to GCSE level or equivalent.
* *Desirable - Level 3 qualification or relevant experience in Business Intelligence or a similar environment*
* *Desirable - Housing, Building, Environmental Health or Regeneration degree or equivalent experience.*

**Knowledge & Skills**

* Excellent customer care skills.
* Project Management Skills
* Supervisory or management skills.
* Problem solving skills.
* Willingness to learn new areas of work relating to housing standards.
* IT Skills – analysis of systems requirements development of back office to enable effective case management and reporting.
* Ability to prioritise work, meet targets and deadlines.
* Report writing skills.
* Ability to manage and monitor caseloads of varied work for the team, monitor outputs, outcomes and performance.
* Knowledge of relevant Government policies relating to improving housing conditions and energy efficiency.
* Willingness to undertake recognised training and assessment of properties under Housing Health Safety Rating System.
* *Desirable – Knowledge of data mapping tools such as GIS, Power BI*
* *Desirable – Awareness of equality and diversity issues*
* *Desirable – Understanding of the principles of service improvement and development*
* *Desirable – Ability to apply and interpret guidelines, policy and procedures including record keeping.*

**Experience**

* Working as part of a team to improve housing standards.
* Experience of using data visualisation software
* Experience Data / Statistical Analysis
* Developing and managing projects
* Experience of multi-agency working.
* Supervisory experience including training and mentoring staff.
* *Desirable - Experience of leading on systems implementation and development of CRM for large service areas, identifying and resolving issues.*
* *Desirable - Experience of training & motivating staff to use new systems and processes.*
* *Desirable - Experience of delivering training on new systems*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: Lisa Newman, Assistant Director of Housing

Date Of Approval: 05/07/2024