Job Description

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| **Job Title** | Housing Standards Officer/Housing Standards Senior Officer |
| **Grade** | PO4-PO6 (progression from PO4 is subject to specific experience) |
| **Reporting To** | Housing Standards Team Leader |
| **JD Ref** | REG0001P(A)  \*Please read in conjunction with the Career Progression Framework |

Purpose

To inspect dwellings for hazards, provide advice and take relevant enforcement action to rectify defects, issue Selective and/or Mandatory HMO licenses, investigate and take action to bring empty properties back into use and administer a range of financial assistance to remedy poor housing conditions.

Main Duties And Responsibilities

**Behavioural:**

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

**Service specific duties & responsibilities:**

* To be responsible for improving housing standards across the Borough by working both proactively and reactively, undertaking property inspections using the Health and Safety Rating System, providing advice and guidance to property owners and tenants about property conditions, and undertake any necessary enforcement/prosecution activity under Housing Legislation, including the arrangements for and supervision of default works.
* To work across the full range of housing standards services including HMOs and mandatory HMO licensing, empty properties and the private rented sector and contribute to strategies to secure targeted improvements to the most vulnerable residents through area-based regeneration initiatives, such as Selective Licensing & other partnership-based projects including master planning. Role involves undertaking inspections, assessing and recording findings, preparing schedules of works and statutory notices, determining the most satisfactory course of action and follow up action
* To understand and apply relevant legislation, national standards and local policies such as licensing or property accreditation to improve housing standards in Wirral
* Assist in the delivery of grants and loans and other local financial assistance products and explore opportunities for incentivising the improvement of housing standards or making better use of housing stock. This includes the administration of the application and approval process through to final payment upon completion of work, property condition inspections, preparation of schedules of remedial works, costing of works required, snagging remedial works and final inspections
* Providing access to information and training to landlords and developers by facilitating forums, seminars and training events. Attend meetings with residents and local politicians to facilitate improvements in housing conditions and property management
* Working in partnership with other Council sections such as Legal Services, the Anti-Social Behaviour Team and Housing Options; public partners such as Registered Providers; private partners such as landlords, agents and contractors and voluntary sector groups such as CAB to ensure continued improvement in housing standards
* To contribute to the Council’s Housing Renewal Programme and help to develop new initiatives and projects with internal teams, sub-regional partners and other agencies including Sub Regional Groups, PCT, Fire Service, Police, CAB, Rehousing Services and other partners to enhance the sustainability of areas via better property conditions and management standards.
* To work with community representatives and neighbourhood management services when required to involve residents in service delivery or contribute to area-based programmes
* Deputise for and assist the Housing Standards Team Leaders in the delivery of housing standards services.
* Attend Court, Property Tribunals and Local Public Inquiries as necessary in connection with enforcement work to deal with property conditions
* Carrying out such duties commensurate with the grade as may be required from time to time.
* Be conversant with and competently use IT systems to support your work.
* Attend relevant training and courses identified to update knowledge and skills as required

**Progression from PO2 will be determined by qualification, experience and professional competency evidence through assessment of the following:**

* leading and undertaking competent PACE interviews in relation to housing enforcement action,
* experience with the preparation of legal bundles, including witness statements and related evidence
* attending Tribunal/Court hearings and giving evidence as a witness
* a track record of successful prosecutions
* In addition, Senior Officers will be expected to:
* Mentor more junior staff to obtain their competencies
* Undertake specific projects as directed by Team Leader / Housing Standards Manager

**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.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Educated to GCSE level or equivalent
* *Desirable - Housing, Building, Environmental Health or Regeneration Qualification or training*
* *Desirable - Completion of recognised training on assessment of properties under HHSRS*

**Knowledge & Skills**

* Awareness of relevant Government policies and legislation relating to housing standards initiatives
* Awareness of HMOs, empty property and private rented sector issues and initiatives
* Excellent customer care skills
* Ability to produce financial and written reports
* Willingness to learn new areas of work relating to housing standards
* *Desirable – Detailed technical knowledge of housing construction, enforcement and financial assistance*
* *Desirable – Awareness of incentives which exist to improve housing and make better use of homes*
* *Desirable – Awareness of Government policies and priorities relating to housing standards*
* *Desirable – Ability to manage a caseload of varied work, set priorities and work to own initiative*
* *Desirable – Awareness of equality and diversity issues*

**Experience**

* Working in the field of improving housing standards
* Surveying and inspecting property standards
* Working with property owners and agents to improve housing standards
* Working as part of a team to improve housing standards
* Producing information relating to housing standards
* *Desirable - Preparing schedules of work, procuring works, analysing costs and supervising implementation*
* *Desirable - Multi-agency working with public, private and voluntary sector*
* *Desirable - Developing and managing projects relating to improving housing standards*
* *Desirable - Experience of community involvement to improve service delivery or contribute to area-based initiatives*

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:

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

Approved By: LISA NEWMAN (HEAD OF HOUSING)

Date Of Approval: September 2023