

## Empty and Affordable Homes Officer

### Job Description and Person Specification

<b>Directorate:</b>	Communities	<b>Service:</b>	Planning Policy
<b>Responsible to:</b>	Affordable Housing Delivery Officer and Housing Service Manager	<b>Responsible for:</b>	NA
<b>Grade:</b>	7		
<b>Location:</b>	Civic Centre, Poulton le Fylde and Hybrid		
<b>Job Purpose:</b>			
The post holder will be responsible for identifying and assessing long-term empty homes, to bring them back into use and support the affordable housing delivery officer in the monitoring of existing and new affordable housing.			

<b>Key Tasks &amp; Responsibilities:</b>
<ul style="list-style-type: none"> <li>• To carry out assessment of newly reported empty homes, re-assessment of known long-term empty properties to determine which cases are a priority for intervention.</li> <li>• To work with empty homeowners to identify support available and/or enforcement actions possible; co-ordinating and carrying out appropriate enforcement action across the Council when necessary.</li> <li>• To determine the most appropriate course of action and the relevant priority for dealing with an empty property, and initiate enforcement action, ensuring cases are actively progressed and their status is regularly monitored, reviewed and reported.</li> <li>• To be the main point of contact for all empty home enquiries from both members of the public, internal and external stakeholders including Councillors and Members. Dealing with enquiries and providing advice regarding empty properties, including regulation, initiatives available to bring empty properties back into use and advice on occupation and management of properties.</li> <li>• Facilitate and lead the internal Empty Homes Working Group and communicate with a range of internal stakeholders (such as Housing Services, Building Control, Environmental Protection and Planning Officers, Council Tax, Legal Services) and external stakeholders (Empty Homes Network, Landlords, Estate Agents, Members of</li> </ul>

the Public etc) to develop best practice and ensure a comprehensive and accountable approach to cases

- To work in conjunction with the Affordable Housing Delivery Officer to bring empty homes back into use and convert them into affordable housing; in line with the Affordable Housing Delivery Programme.
- To have good engagement with our Legal Services department to access advice and work closely with them to prepare the necessary paperwork to apply for an enforced sale or compulsory purchase or empty dwelling management order.
- To maintain a comprehensive working knowledge of relevant legislation, best practice, codes of practice, circulars, policies and technical developments and share this information with colleagues and managers as appropriate.
- Maintain comprehensive and accurate records of cases, performance information and statistic and produce reports as necessary.
- Prepare and present information for court, public enquiries and tribunals to give evidence as required.
- To lead, with the support of the Housing Services Manager, in the implementation and delivery of a new empty homes strategy.
- To support the Affordable Housing Delivery Officer to identify opportunities to deliver new affordable housing in line with the Affordable Housing Delivery Programme.
- To complete inspections, liaise with contractors and monitor progress of ongoing schedules of works of acquisitions for the Affordable Housing Delivery Programme and feedback to the Affordable Housing Delivery Officer.
- To liaise with developers' sales teams and homeowners to determine valuations and applications for the sale and re-sale of affordable home ownership products, whilst maintaining appropriate records of decisions.
- Assess valuations and determine applications for affordable home ownership products in line with Section 106 requirements.
- To monitor the delivery of affordable housing with the support of the Affordable Housing Delivery Officer and the Planning Policy Officers.
- To provide data analysis, communications, problem solving and case management support as required, for both empty homes and affordable homes.
- Carry out and participate in training to promote best practice knowledge and experience.
- Promote and publicise the empty and affordable homes work both internally and externally by participating in promotional and consultation events, liaising with the internal communications team, utilising social media and newsletters for example.

### Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
4 GCSE's including Maths and English at Grade C/Grade 4 or above	<b>Essential</b>	Application
Membership of a relevant professional body	<b>Desirable</b>	Application
Certified as competent to conduct HHSRS assessments	<b>Desirable</b>	Application

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good level of communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders including elected members	<b>Essential</b>	Application/Interview
Proven ability to work as part of a team	<b>Essential</b>	Application/Interview
Effective report writing	<b>Desirable</b>	Application/Interview
Accurate record keeping, such as inspection records, which are logged in a timely manner and kept under regular review	<b>Essential</b>	Application/Interview





Able to undertake travel to inspect properties and sites	<b>Essential</b>	Application/Interview
Attend meetings with stakeholders to promote empty homes and affordable housing work	<b>Desirable</b>	Application/Interview
Willing to undertake training and continuous professional development in connection with the post	<b>Essential</b>	Application/Interview

<b>EXPERIENCE</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Demonstrable experience of working in private sector housing/enforcement, planning or affordable housing environment or related field for either local authority, registered provider or equivalent private sector	<b>Essential</b>	Application/Interview
Good computer skills with experience of working with Microsoft Office products and/or other databases	<b>Essential</b>	Application/Interview
Experience working with the public and/or stakeholders effectively to achieve good outcomes	<b>Essential</b>	Application/Interview
Knowledge of affordable housing products	<b>Desirable</b>	Application/Interview
Working on your own initiative and engaging the help of others to find solutions to long standing issues	<b>Desirable</b>	Application/Interview
Experience of policy or strategy writing	<b>Desirable</b>	Application/Interview

<b>ADDITIONAL REQUIREMENTS</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	<b>Essential</b>	Application/Interview
Regular and Reliable Service	<b>Essential</b>	Application/Interview
Demonstrate behaviours that support our values	<b>Essential</b>	Application/Interview

Valid Driving Licence or other acceptable means mobility. Vehicle available for use during working hours	<b>Essential</b>	Application/Interview
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**Our Values are key to delivering our vision, plans and strategies.  
All Behaviours listed are essential to the post.**

			
<b>Professional</b>	<b>Innovative</b>	<b>Collaborative</b>	<b>Customer focused</b>
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> <li>• Have pride in how we represent the council</li> <li>• Treat people with respect and consideration</li> <li>• Are conscientious and carry out our work to a high standard</li> <li>• Carry out our work activities in an honest and ethical manner</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively embrace change and learn from our mistakes</li> <li>• Challenge and constructively question existing processes</li> <li>• Make best use of our resources to provide excellent services</li> <li>• Encourage creative thinking with colleagues and peers</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate effectively with colleagues and stakeholders</li> <li>• Develop productive relationships and achieve the best results</li> <li>• Recognise and embrace the knowledge and skills of others.</li> <li>• Embrace the concept of one team one council and all work together</li> </ul>	<ul style="list-style-type: none"> <li>• Strive to provide excellent services</li> <li>• Understand our customers' needs and consider things from their perspective</li> <li>• Effectively communicate and manage expectations</li> <li>• Actively seek ways to maximise customer satisfaction</li> </ul>

### Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

**Prepared by: Madison Yeo**

**Date: September 2025**

**Post Holder Signature:**

**Date:**