

JOB TITLE:	Private Sector Housing Officer.
DEPARTMENT:	Strategic Housing (Private Sector Housing)
POST NUMBER:	1968
GRADE:	Scale 5
DURATION OF ROLE:	18 months
HOURS:	37 hours per week
ACCOUNTABLE TO:	Senior Private Sector Housing Officer.
LOCATION:	City Offices and hybrid working from home (first three weeks at the City Offices)

POST OBJECTIVE:

To contribute to improving the quality of the private sector housing stock and ensure the sector is able to fulfil its potential in meeting housing need in the district. The post holder may be required to line manage one officer and will undertake the full range of private sector housing functions, including enforcement, complaint work, the licencing of HMOs, the delivery of disabled facilities grants, the inspection on empty homes as required, as well as assist in the annual inspection of mobile home parks. The post holder will also be required to respond to and investigate service request complains including those around damp and mould and vermin.

All work will be carried out in accordance with statutory requirements as well as council policy and procedures.

SPECIFIC TASKS:

1. To line manage, if required, the Private Sector Housing Administrator.
2. To investigate under the provisions of the Housing Act 2004, Environmental Protection Act 1990 and other current or future legislation complaints of poor housing conditions in both private sector and social housing accommodation and provide technical and directed advice to resolve matters. Where possible and appropriate, to work cooperatively with landlords to ensure required standards are met and housing conditions improved where required.
3. To inspect, with a high level of competency all types of private dwellings in the private rented sector including houses in multiple occupation (HMOs) to ensure compliance with public health and housing legislation.

4. To carry out house condition surveys and risk assessments for the purposes of identifying structural and other serious deficiencies and hazards, using the Housing Health and Safety Rating System (HHSRS), the Decent Homes Standard and any successor systems and standards.
5. On receipt of a service request, make an initial assessment, exercising professional judgement as to the nature and seriousness of the housing standards defect. Seek to resolve the issue informally if appropriate or progress towards immediate formal enforcement action.
6. Draft schedules of works, notices and orders for enforcement under the provisions of the Housing Act 2004 and other relevant legislation in accordance with the council's scheme of delegation.
7. To undertake follow-up inspections where statutory notices, and informal notices have been served to determine whether the works have been satisfactorily completed.
8. Be fully conversant with the powers, duties and obligations conferred by the relevant legislation.
9. To carry out reactive and proactive complaint work in respect of all types of HMO properties and investigate the licensing status of HMO premises including inspection of housing conditions and assessment of management and amenity standards.
10. In licensed properties monitor and assess compliance with licensing conditions.
11. Correspond with landlords and managing agents to achieve compliance with all relevant legislation.
12. Prepare prosecution cases in accordance with the Private Sector Housing enforcement policy, PACE and other relevant legislation and within legal time limits.
13. To appear at Magistrates Court, County Court or tribunal to give evidence when required as a witness for the council in respect of prosecution cases.
14. Attend tribunal hearings in relation to appeals against action taken under all relevant legislation as delegated under the council's scheme of delegation.
15. To investigate reports of empty homes within the district and to take appropriate action wherever possible to bring a property back into use.
16. Help maintain the register of empty homes in accordance with Council policy.
17. To consider and comment on, applications for planning permission in respect of all housing matters.
18. Deliver and administer Disabled Facilities Grants and be fully conversant in the Housing Grants Construction and Regeneration Act 1996.

19. Ensure all grants approved are necessary and appropriate as well as reasonable and practicable, in line with the requirements of the Housing Grants Construction and Regeneration Act 1996.
20. Carry out site visits for DFGs, with other partner agencies where appropriate, prepare schedules of works, and manage and monitor the process of the DFG from allocation through to completion of the works.
21. Promote and be engaged when required with the council's energy efficiency initiatives to help reduce fuel poverty.
22. To undertake inspections and reports regarding immigration and housing allocation requests on property condition, size, over-crowding etc. and produce reports/recommendations as necessary.
23. To assist the Senior Private Sector Housing Officer, when required, in the inspection, licensing and enforcement of mobile home park sites and camp sites.
24. Undertake rat and mice investigations in response to service requests.
25. Promote good working relationships with partner organisations to support the work of the Private Sector Housing service and to identify best practice examples.
26. To keep up to date with current legislation, regulations, guidance, practices and developments for the effective performance of duties (including attending relevant courses, seminars and conferences).
27. Provide consistently high-quality customer care and value for money in service delivery.
28. Ensure comprehensive electronic casework records are maintained in the premise folders and that case file notes are regularly updated and where required liaise with other sections of the council and outside bodies and organisations.
29. Undertake other duties as may reasonably be expected and required within the general scope of the role.

In addition, the post holder will be required to:

1. Comply with the council's safeguarding Policy.
2. Comply with the council's Equal Opportunities Policy.
3. Comply with the Code of Conduct and other relevant policy, procedures and legislation.
4. Comply with and/or ensure compliance with the Council's Data Protection Policies and the General Data Protection Regulations and other relevant legislation.

No job description can be entirely comprehensive, and the post holder will be expected to carry out such duties as may be required that are broadly consistent with the job description and the status of the post within the organisation.

PERSON SPECIFICATION

JOB TITLE: Private Sector Housing Officer

POST NUMBER: 1968

DEPARTMENT: Strategic Housing (Private Sector Housing)

DATE: June 2025.

Requirements		Weighting	Assessment Method
Skills	<ul style="list-style-type: none"> Ability to communicate complex information well to a range of individuals and organisations through reports, verbal briefings and presentations. 	3	A + I
	<ul style="list-style-type: none"> Ability to deal with people at all levels, both internally and externally, using a variety of communication methods. 	3	A + I
	<ul style="list-style-type: none"> Ability to work under pressure to plan, prioritise and time manage competing demands of a varied case load to ensure that targets are met. 	3	A + I
	<ul style="list-style-type: none"> Ability to handle complaints calmly and effectively and deal with difficult and confrontational customers. 	3	A + I
	<ul style="list-style-type: none"> Ability to be structured, logical and objective when approaching work. 	2	A + I
	<ul style="list-style-type: none"> Good numeracy skills and ability to carry out simple mathematical analysis. 	2	A + I
	<ul style="list-style-type: none"> Computer literate. Competent in Microsoft systems, Excel and spreadsheets. 	3	A + I

	<ul style="list-style-type: none"> • A knowledge of the legislation to deal with rogue landlords under the Housing and Planning Act 2016. • A knowledge of energy efficiency legislation in relation to privately rented properties. • An understanding of the new Renters Rights Bill and how it will impact the council. 	2	A + I
		2	A + I
		2	A + I
Personal Qualities	<ul style="list-style-type: none"> • Approachable, confident and understanding. • Good organizational skills. • Flexible approach to work. • Ability to work under pressure. • Understanding of diversity, equity and inclusion. 	3	A + I
		3	A + I
		3	A + I
		3	A + I
		2	A + I
Specific Job Requirements	<ul style="list-style-type: none"> • Able to meet the travel requirements of the post. • Commitment to customer care and service users. • Full valid UK Driving Licence. 	3	A + I
		3	A + I
		3	A + I
Qualifications	<ul style="list-style-type: none"> • HNC/HND/BSc/master's in environmental health or a building construction related area. • Evidence of Housing Health and Safety Rating System (HHSRS.) 2 Day Course Certificate. 	2	A + Q
		2	A + Q

<i>Weighting</i>	3 – Essential for the successful performance of the job, 2 – Desirable but can be achieved through on the job training or experience, 1 – Useful but not essential for successful performance of the job				
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Assessment

<i>Application Form</i>	<i>A</i>	<i>Interview</i>	<i>I</i>	<i>Tests</i>	<i>T</i>
<i>References</i>	<i>R</i>	<i>Presentation</i>	<i>P</i>	<i>Evidence of Qualifications</i>	<i>Q</i>