

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Housing Estates and Improvement

JOB TITLE: **Senior Environmental Heath Officer**

ROLE PROFILE

Job Title:	Senior Environmental Health Officer
Directorate:	Housing
Division:	Housing Estates and Improvement
Grade:	Grade 12
Hours (per week):	36
Reports to:	Private Sector Housing Manager , Principle Environmental Health Officer (PEHO), Principle Private Sector Housing Officer (PPSHO).
Responsible for:	Assists the PEHO PPSHO through supervising of a team up to 6 FTE, including environmental health officer(s), housing enforcement officer(s), surveyor(s) (of specific housing standards function), housing enforcement assistant(s), property licensing officers, trainees or apprentices.
Role Purpose and Role Dimensions:	<p>The primary objective of the role is to improve standards within Croydon's private rented sector, (including housing association owned premises), to protect the health, safety and welfare of residents. To take steps to improve the renting experience for the borough's private renters and improve the professionalism of landlords and property agents; including taking strong enforcement action against those that do not seek to comply with legislation and standards. The role includes taking a lead roles associated with the investigation of complaints, progressing enforcement action, proactive project work and / or administering property licensing schemes.</p> <ul style="list-style-type: none">• To supervise up to 6 staff• To carry out inspections and take statutory action/s relating to private sector dwellings to ensure adequate standards.• To advise owners, tenants, surveyors, managing agents etc. as to the various provisions relating to private sector housing• To take legal action, including prosecutions, relating to the failure of landlords to comply with legal responsibilities.• To follow relevant procedures and associated documents.• To participate in and respond to departmental and corporate initiatives and priorities.

- Deputise for PSHM, PEHO and / or PPSHO as required
- To lead in at least one area of private sector housing and/or public health work, e.g. tall buildings, fire safety, property licensing, HMOs, pest control service contract (predominantly public sector properties with external provider), complex enforcement action, empty properties, energy efficiency and public health driven work. (Area of work is dependent on priorities)

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Tenants, property agents and landlords
- General public and resident led groups
- Contractors, designers, operatives and surveyors
- Solicitors
- London Fire and Emergency Planning Authority (LFEPA)
- Chartered Institutes of Environmental Health and Housing (CIEH, CIH)
- Property Guardians, Housing Associations (RSLs) and Housing Trusts
- Residential Property Tribunal Service
- Magistrates and Court Officials
- Shelter, Crisis, Croydon Association for young single homeless (CAYSH) and other housing charities
- Home Office/Environment Agency/Health & Safety Executive
- Utility Companies [Thames Water, Network Power]
- Educational Institutions
- Setting the Standard Team (Based at Ealing Council)
- Local Government Association (Joint Inspection Team)
- Greater London Authority
- The Metropolitan Police
- Health Professionals
- Other Local Authorities

Key Internal Contacts:

- PSHT manager, wider PSHT or property licensing teams
- Head of housing needs or environmental health, trading standards and licensing (EHTS&L).
- Officers in Trading Standards, Pollution, Food Safety, Public Safety and Licensing
- Empty property officer
- Violence reduction unit and Anti-Social Behaviour ASB officers

- Planning, Conservation and Building Control Officers.
- Public Health team.
- Social Services, Adult and Children's Services; safeguarding.
- Land Charges, Council Tax and Address Management
- Housing department repairs team / Repairs Croydon (contractor(s)).
- Tenancy Relations and Housing Needs
- Housing Needs or Homeless Persons Unit
- Housing Options and Housing Solutions (Homelessness Emergency Accommodation Team, Single Homeless Team).
- Council commissioning and procurement team.
- Human resources, recruitment and training and development team

Financial Dimensions:

- To authorise orders and payments of up to £10,000
- Work streams and statutory enforcement activity has financial benefits to the service provision of the PSHT.
- Incorrect enforcement action can have serious financial consequences for landlords, property agents and for the Council.
- Work in line with corporate controls, internal audit over spending as part of the approval process.

Key Areas for Decision Making:

- Deciding on the most appropriate course of action in case work with regards to Housing Health and Safety Rating System assessments, Public Health and Drainage legislation, the Enforcement Policy of the Council and legislative powers.
- Deciding on whether a case should proceed to Works in Default on a case by case basis.
- Deciding whether legal action (prosecution or financial penalty) is taken against landlords.
- Areas for proactive working and assignment of staff to cover work demands as necessary

Other Considerations:

- Ability to drive a car and willingness to provide a car for work purposes.
- Able to adapt to flexible working patterns that can include out of hours meetings or visits.
- To work in line with the Council's hybrid working policy that permits working away from the office in line with business needs.
- To work in line with Croydon Council's priorities
 - We will live within our means, balance the books and provide value for money for our residents.
 - We will focus on providing the best quality core service we can afford.
- To work in line with Croydon Council's new ways of working

- We will practise sound financial management, being honest about what we've spent and what we can afford.
- We will focus on our core services and use our democratic mandate to convene our partners around a common purpose for Croydon.
- We will aim to become a much more transparent, open and honest council.
- We will listen and involve residents in our decision making.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

select from drop down

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

To maintain the necessary liaison with the team manager and the head of service to ensure that the Housing Needs division's objectives are realised and to provide the head of service with reports, information, and guidance

Key Elements:

This will involve:

- Ensure regular feedback as required on case work to the team manager
- The reading and understanding of the Homelessness and Housing Needs division objectives and milestone reports to keep abreast of targets and whether objectives are being met.
- To work to the performance targets set for individuals, teams and the Private Sector Housing section

as required.

- To represent the section/division in corporate/departmental working parties.
- The reading of the Division's Enforcement Policy and Determining the Penalty and Banding the Offence, seeking clarification as necessary and at all times ensure fairness and maintaining consistency of approach, following the guidance of the Enforcement Policy.
- Provide reports, information and guidance on case work at the request of the team manager/head of public protection
- To participate in special projects as necessary.
- To carry out such duties as may, from time to time, be determined by the head of service.

To carry out duties specific to the organisation, management and supervision of enforcement officers and enforcement assistants

This will involve:

- To supervise, monitor and develop the work of the environmental health officer(s), housing enforcement officer(s), surveyor(s) (of specific housing standards function), housing enforcement assistant(s), property licensing officers, trainees or apprentices to ensure continuous improvement of the services provided
- To implement and monitor performance measurement criteria and targets for the officers within the PSHT
- To support the PEHO PPSHO by holding regular 'our appraisal' and 1-1 meetings with staff
- To decide whether cases are referred for prosecution
- To check case files for accuracy before statutory notices are served or works in default are initiated

To carry out site inspections relating to the identification of hazards identified under the Housing Health and Safety rating System (HHSRS), or statutory nuisances or public health issues in HMOs or single family dwellings or other dwellings. To take appropriate informal or statutory action based on the findings of these inspections.

This will involve:

- Carrying out site and property inspections, keeping comprehensive inspection notes and photographs, measuring and recording as necessary and preparing sketch plans as required.
- To decide on appropriate action and accurately prepare legal notices and schedules of work for service on landlords.
- To programme the re-inspection of premises to ensure compliance of notices.
- To enter information and data about inspections on a computer system and extract information from the computer system, and general notices, standard letters, memoranda and other documents
- To constantly promote and encourage the provision of energy efficient measures within the private sector housing.
- To organise and participate in the survey of properties to identify the need for pro-active housing initiatives.

To carry out all duties relating to the discretionary licensing of HMO or single family privately rented dwellings as introduced by the Council

This will involve:

- To check licence applications for accuracy and to investigate any concerns raised by the application, e.g. inaccurate/misleading information, 'fit and proper' person test
- To carry out inspections and remedy breaches
- To issue licences, complete with appropriate conditions, within specified time limits. To revoke or vary licences in line with procedure and following application.
- To investigate possible breaches of the licence scheme, including failing to licence and failing to comply with conditions, with a view to recommending taking legal action (prosecutions or final penalties) against landlords or property agents.
- To maintain accurate and timely records

To assist the PSHM, PEHO or PPSHO in the day to day functioning of the team

This will involve:

- To assist the PEHO PPSHO in the general management of the team
- To consider and assess investigation reports by enforcement officers and other staff into breaches of environmental health legislation and to identify, recommend and implement appropriate course of actions in the absence of the team manager
- To deputise for the PEHO or PPSHO.
- To allocate complaints to other housing officers in the absence of the PEHO or PPSHO.
- To be the section's liaison officer with Thames Water
- To be the section's representative for the London Landlord Accreditation Scheme
- To oversee the operational aspect of the residential pest control contract.
- To assist the team manager to collate information and data as necessary for responding to FOI requests
- To carry out such duties as may, from time to time, be determined by the PSHM or Head of Service.

To demonstrate an understanding with day to day casework of problem solving and decision making so as to ensure fairness and consistency.

This will involve:

- In dealing with more complex cases demonstrate the ability to think laterally, outside government and local policies and the available legislation.
- To demonstrate by example, continuous service improvement and high quality service provision.
- Demonstrate a high level of discretion, advocacy and influencing skills.

To actively participate and promote and liaise with internal

This will involve:

- To lead and co-ordinate on special projects

departments and outside agencies regarding the work of the selective licensing and housing team.

- To represent the section at meetings with other Local Authorities, professional bodies and study groups, and other external organisations.
- To maintain satisfactory liaison with outside agencies including the London Fire and Emergency Planning Authority.
- To maintain satisfactory liaison with other Council departments including Planning and Building Control.
- To produce, represent and present updates and new information at the Private Tenant's Conferences and Landlord Fora as necessary.
- To keep abreast of technical and statutory changes and developments.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc., as appropriate.

Person Specification

Job Title:	Senior Environmental Health Officer (Private Sector Housing). Private Sector Housing Team
Essential knowledge:	<p>Fully qualified Environmental Health Officer OR A relevant qualification/degree (equivalent in relevant discipline). AND sufficient skills and experience commensurate with grade and a strong commitment to a professional career or public service.</p> <p>Registered with the Chartered Institute of Environmental Health (CIEH) or Environmental Health Registration Board (EHRB) as a Registered Environmental Health Practitioner [REnvH], OR equivalent with other relevant professional group/ institute.</p> <p>Membership of the CIEH or Chartered Institute of Housing (Certified Practitioner status) or equivalent; or eligibility to achieve such membership and a commitment to attain it within 6 months of appointment.</p> <p>Desirable*: Chartered membership OR eligibility for chartered membership of a relevant professional group/institute. Commitment to work towards membership within 12 - 24 months.</p> <p>* This requires Membership of CIEH at either the Member (MCIEH) OR Fellowship (FCIEH) grade, OR Membership of the CIH (Certified Practitioner).</p> <p>Successful completion of the Housing, Health and Safety Rating System (HHSRS) course. Post training experience of using HHSRS to inspect dwellings and take enforcement action</p> <p>Maintain professional competency and keep up to date with environmental housing legislation, guidance, codes of practice and technical requirements relevant to the post</p> <p>A political awareness and understanding of local government and its role as a regulator and enabler.</p> <p>Extensive knowledge of legislation relating to private housing, property licensing, public health, drainage, empty properties, demolition of buildings and pest control.</p> <p>Knowledge of the English legal system, courts procedures and legal and investigation process including knowledge and application of the provisions of the Police and Criminal Evidence Act (PACE) and Criminal Procedure and Investigations Act (CPIA) and Regulation of Investigatory Powers Act (RIPA).</p>

Essential skills and abilities: Support the PEHO and / or PPSHO with creating a functioning, high performing team.

- Ability to supervise up to 6 staff undertaking tasks such as case reviews, one to one supervisions and offering sound guidance on how to move forward with difficult cases.

Carry a caseload and advise staff with best course of action decisions.

- Carry out full inspections of residential properties, recognise defects and specify remedial works including fire safety precautions
- Cost schedules of works and draw plans
- Working independently, manage own workload and to work with minimal supervision to strict deadlines.
- To have high level skills with taking the lead and advising the team with complex enforcement activity.

Perform at a high level and with high integrity

- Communicate clearly in writing, face to face and over the telephone
- Proficient in the use of various computer packages
- Motivate staff and lead by example
- Lead in at least one area of private sector housing work.
- Set and maintain the highest standards in professional relationships and behaviour
- Maintain effective functioning when working under pressure, faced with difficult and personally demanding situations and people

- Essential experience:**
- Post qualification experience working in relevant field[s] of Environmental and Public Health.
 - Experience of using the Housing Health and Safety Rating System (HHSRS) to inspect dwellings and take enforcement action
 - Experience of dealing with drainage defects and public health problems and taking appropriate enforcement action
 - Experience of dealing with pest control issues in residential dwellings
 - Supervision of building works to an acceptable standard
 - Experience of preparing legal case files, drafting / retrieving statements and collating evidence.
 - Experience of attending Court or Tribunals to provide evidence.

- Special conditions:**
- Required to hold a full driving licence.
 - Required to provide a car for work purposes.
 - Required to be physically able to carry out site and property inspections, using ladders where necessary.
 - Willing to work outside office hours if required.

