

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

Sustainable Communities, Regeneration and Economic

DIVISION:

Sustainable communities

JOB TITLE:

Housing/public health enforcement officer

ROLE PROFILE

Job Title:	Housing/ public health enforcement officer
Directorate:	Sustainable Communities, Regeneration and Economic
Division:	Sustainable Communities
Grade:	Grade 8
Career progression	To grade 9 on meeting additional criteria as listed below
Hours (per week):	36
Reports to:	Senior Environmental Health Officer or Private Sector Housing Manager
Responsible for:	None
Role Purpose and Role Dimensions:	To carry out inspections of dwellings in relation to housing conditions and public health issues and to take informal and/or statutory enforcement action as appropriate. To provide advice to property owners and occupants, builders, internal colleagues and external agencies on housing and public health issues.
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:	<ul style="list-style-type: none">• The general public• Tenants, landlords and property agents• Environment Agency• Police & Fire Service• TFL, Railway Authorities & Tram-link.• Business Organisations & the Voluntary Sector.• Building, Pest Control & Specialist Cleaning Contractors.• Surveyors, Civil, Structural & Drainage Engineers.• Solicitors• Undertakers & Insurance Companies & Investigators.

- Thames Water & Other Utility Suppliers.
- Housing Associations & Trusts, Property & Land Owners.
- Public Analyst, Health Professionals & Hospital Laboratory Services.
- Animal Welfare Organisations.

Key Internal Contacts:

- Team Managers
- Planning, Building Control, Environmental Health, Trading Standards and Licensing, Pollution & Neighbourhood Safety Officers
- Social Workers & Housing Tenancy & Repair Officers
- Housing Advice, Tenancy Relations, Housing Medical Officer, Sponsored Tenancy Scheme officers
- Officers and Managers of other Services
- Land Charges

Financial Dimensions:

No direct budget control but enforcement activity has financial consequences for the public, businesses & the Council

Key Areas for Decision Making:

- To prioritise own workload and use own initiative to make decisions without referring to others
- Decide what enforcement response is appropriate i.e. formal or informal action.
- Decide whether a statutory nuisance exists based on evidence and information received.
- Decide whether a property requires licensing including as a house in multiple occupation based on evidence and information received.
- Appointing and supervising external contractors to undertake drainage works by default.
- To prepare and sign own enforcement notices including schedules of remedial works and take full responsibility for consequences.
- To decide on apportionment and recovery of costs to recipients of legal notices following enforcement action.
- To make initial considerations as to whether legal action (prosecution) is appropriate in certain cases under the guidance of an environmental health officer.

Other Considerations:

- Must be able to provide and use a car for work purposes
- Must be able to work flexibly, including outside of normal hours on occasion

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

No

[DBS\)](#)

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 investigate service demands relating to poor housing conditions, statutory nuisance, pest control, drainage and filthy premises in the private sector and take appropriate action as necessary to resolve the complaint.

Key Elements:

This will involve:

- Carrying out inspections and investigations
- Deciding on appropriate action i.e. formal or informal action.
- Serving informal and statutory notices, instigating default action, , writing and sending letters and memos/
- Taking samples for scientific analysis to assist with investigations as necessary.
- Updating computer system.
- Appointing and supervising drainage contractors to carryout works by default arising from enforcement.
- Recover costs of enforcement.

To act as case officer in applying for warrants to enter premises by force if necessary. To act under the guidance of an environmental health officer or team manager in the preparation of prosecution cases.

This will involve:

- Collecting evidence for legal action following all requirements of the Police and Criminal Evidence Act.
- To process the evidence & make personal applications in the Magistrates & County Courts for warrants to enter premises.
- To liaise with the police and external contractors in the execution of warrants to enter premises by force if necessary.
- Liaising with Council solicitors or barristers in

prosecution cases.

- Preparing witness statements and court papers for prosecution cases.
- Presenting evidence in Courts or the Residential Property Tribunal and to give evidence as witness for the Council.
- To maintain and update case files on computer system.

Public Health:

To carry out inspections & surveys of drainage systems, produce accurate drawings and specifications for remedial work to take necessary action, including service of legal notices and works in default where necessary.

This will involve:

- Visiting site to investigate defective drainage & blockages - above & below ground.
- To enter drainage systems & work in confined spaces as necessary.
- Interpreting results of surveys of underground drains using sophisticated close circuit television equipment.
- To trace drainage systems using electronic devices.
- Ability to identify defects & causes of blockages.
- To produce accurate sketch drawings of drainage systems.
- To prepare & sign legal notices to deal with defects to private drains & sewers.
- To prepare accurate and detailed schedules of work for remedying defective drainage systems.
- Supervise contractors undertaking drainage works.
- Check contractors billing & decide on apportionment for recovery of costs to recipients of statutory notices.

Public Health:

To deal with the demolition of buildings.

This will involve:

- Visiting site prior to demolition.
- Trace drainage systems & make records, including plans.
- Serve statutory notices under the Building Act to ensure services eg drainage, water etc are properly sealed.
- To ensure that any adjoining property is protected, from adverse effects of demolition.
- To monitor & serve statutory notices under the Environmental Protection Act to control dust & noise nuisance arising from demolition work.
- Arrange shoring up of any adjoining building that has been structurally affected by demolition.
- Liaise with the Building Control Officer on structural issues.

Housing:

To carry out site inspections relating to the identification of hazards

This will involve:

- Carrying out site and property inspections, keeping comprehensive inspection notes, measuring and

identified under the Housing Health and Safety rating System (HHSRS), or statutory nuisances or public health issues in Houses in Multiple Occupation (HMO's) and single family dwellings, and to take informal or statutory enforcement action as required.

recording as necessary and prepare sketch plans as required.

- Deciding on the appropriate course of action – informal or statutory – and preparing relevant notices for service, ensuring proper procedures for enforcement action are followed.
- To programme the re-inspection of premises to ensure compliance of notices.
- To make decisions regarding carrying out works in default.
- To enter information and data about inspections on a computer system and extract information from the computer system, and generate notices, standard letters, memoranda and other documents
- To constantly promote and encourage the provision of energy efficient measures within the private sector housing, including HMO's.
- To organise and participate in the survey of properties to identify the need for pro-active housing initiatives.

**Housing:
To carry out duties relating to the licensing of HMOs and single family dwellings**

This will involve:

- Visiting properties to ascertain whether they require licensing under the HMO or selective licensing schemes
- Investigating and gathering information relating to property owners to enable contact to be made relating to licensing
- Carrying out monitoring visits to ensure licence conditions are being complied with

Other duties carried out rarely: Making empty properties safe and secure.

This will involve:

- Visiting premises to "risk" assess condition of property.
- Serve legal notices on owner to make property safe & secure against unauthorised access.
- Take default action – appoint & supervise contractor to make empty property safe & secure.
- Liaise and to make referrals to the Council's Empty Property Manager.
- Liaise with Building Control officer if structural instability is discovered.

Investigate and take action where premises are infested with vermin or insect pests

This will involve:

- Visiting property and assess type of pest present & extent of infestation.
- Take necessary enforcement action.

- Liaise with Council's pest control contractor to arrange eradication of the pest.
- Supervise pest treatments undertaken by the Council's contractor.
- To take follow up enforcement action where contractor has identified environmental issues that may be contributing to the pest infestation.
- To provide a service to identify pest to the public and businesses and give advice on eradication.

Progression to Grade 9

This will involve demonstrating capability to carry out the following

- Preparation and signing of Housing Act notices
- Apportioning costs relating to service of statutory notices
- Progressing cases to default
- Instructing contractors for works in default
- Gathering evidence for prosecutions
- Applications for warrants to enter by force
- Exhumations and private burials

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, and 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:

Housing/public health enforcement officer

Essential knowledge:

- Relevant qualification in environmental health, building and/or drainage (eg BTech) or experience of working in a relevant field.
- A thorough understanding and application of the wide range of legislation relating to Housing, Public Health, Drainage and Pests, including codes of practice, local and national guidance.
- Understanding of and ability to apply the Housing Health and Safety Rating System.
- Knowledge and understanding of the departmental enforcement policy.
- Understanding of Court procedures to give expert evidence for prosecutions, appeals & recovery of costs.
- Able to process & make personal Court application for warrant to enter premises, by force as necessary.
- Sound technical knowledge of building construction, technology and design.
- Technical & practical knowledge of drainage systems (above & below ground) to include techniques for fault finding using sophisticated CCTV & other surveying equipment.
- Knowledge of Building Regulations, codes of practice, and published technical guidance.
- Detailed knowledge of pests, including biology & techniques for eradication.
- Knowledge of infectious diseases, including epidemiology & control.

Essential skills and abilities:

- Must be able to express information, thoughts and ideas fluently and concisely in both spoken and written form to a variety of audiences and assess the needs of the situation and tailor communication accordingly.
- Must be able to form and maintain appropriate professional relationships and boundaries with children, young people and vulnerable adults.
- Ability to work under pressure and maintain effective functioning when faced with difficult and demanding situations and people.
- Must be able to work on own initiative, take responsibility for own actions and take decisions without referring to others or blaming others for outcomes.
- Must be able to work in a team and develop effective and supportive relationships with colleagues and be considerate towards them to help build a sense of team spirit.
- Able to supervise and direct contractors undertaking works by default.
- Manage conflicting priorities of various customers and case load by using a range of imaginative solutions using own expertise.
- Able to risk assess the impact of enforcement action.
- Able to read, produce and interpret scaled drawings and technical specifications of works relating to buildings and drainage systems.

- To keep abreast of new legislation, including case law and published government guidance.
- To be able to research and keep up to date with technical and legislative developments relating to building construction, drainage and pest control.

Essential experience:

- Experience in building design, construction and technology, drainage (above & below ground) and pest control.
- Experience of identifying defects to residential properties and specifying remedial works.
- Experience of using legislation to take enforcement action.
- Experience of working with external customers.
- Experience of using a range of IT systems.

Special conditions:

- Must be able to provide suitable transport to be able to travel between sites.
- Must be able to enter confined spaces e.g. underground drainage systems.
- Able to climb ladders and other access equipment to carryout surveys.

Competencies:

- **To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:**
- **We Put Customers First**
- Puts customers at the heart of everything they do, using feedback data and the Residents' Charter to make their service better for customers. Ensures their team understand customers' issues and treat them with respect, solving customers' problems and investigating their complaints.
- **We Deliver Effective Service**
- Provides clear guidance and priorities to their team, ensuring they have the resources and equipment to deliver. Sets service KPIs and monitors performance, spotting patterns of problems or service issues and taking action to deal with root causes. Gathers and analyses data from a variety of sources to identify ways forward and make sound decisions.
- **We Adapt and Change**
- Supports organisational plans to transform and improve service for customers. Acts as a role model, promoting innovation and change across the team. Learns lessons from mistakes, giving and receiving feedback to stimulate improvement and development. Builds team resilience through managing change constructively, challenging negativity and overcoming resistance.

- **We Collaborate Constructively**
- Encourages collaboration with colleagues, suppliers and partners from across Housing and beyond to deliver for customers. Builds strong relationships with key stakeholders and partners, finding mutually beneficial ways forward. Demonstrates positive team facilitation skills and uses team charters to create a conducive team culture.

- **We Communicate with Impact**
- Communicates clearly and promptly with staff and residents, tailoring communication style and method to meet the needs of a range of different audiences. Influences and negotiates effectively, taking account of the needs of all parties. Encourages open and honest communication on challenging issues with the team and customers. Resolves disputes and conflict effectively.

- **We Lead Inclusively**
- Inclusive and fair in their interactions with all colleagues and team members. Ensures team members are treated fairly. Provides a vision and direction for the team, clarifying ambiguity and stimulating a sense of optimism about the future direction of the service. Delegates and targets resources effectively. Supports the team with demanding work, listens and acts to relieve pressure.