

## JOB PROFILE

<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Strategic Housing
<b>Job Title:</b>	Housing Standards Officer
<b>Grade:</b>	SO1
<b>Post Number:</b>	L235
<b>Base/Location:</b>	Charnwood Borough Council Offices
<b>Responsible To:</b>	Private Sector Housing Manager
<b>Responsible For:</b>	N/A
<b>Key Relationships/ Liaison with:</b>	

### Job Purpose

- To support the Group Manager – Private Sector Housing in the day-to-day activities of the team and to carry out inspections for the enforcement of housing standards and licence conditions in line with the Council's adopted policies
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

1.	Investigate housing standard complaints, carry out housing inspections and investigations (including houses in multiple occupation). Undertake any necessary enforcement action, in accordance with the service's objectives and procedures, including the production of reports, correspondence, work schedules and statutory notices as required.
2.	To undertake and to ensure the effective administration and enforcement of appropriate licensing functions for HMOs. To ensure that HMO licensing applications are valid and all necessary documentation and fees in connection with the application have been received. Draft HMO licences and licence conditions in compliance with Statute, carry out administrative functions and maintain proper records in accordance with the Council Policies.
3.	The improvement of housing standards across the Borough, working pro-actively and providing advice and guidance in response to resident's needs.
4.	Undertake inspections for Accommodation Certificates and issue appropriate correspondence.
5.	Carry out visits to ensure compliance with HMO licence conditions and to identify unlicensed HMOs. Gather evidence, carry out interviews and prepare prosecution reports in line with

	Service and Council Policies. Attend and provide evidence in Court/Tribunal hearing on behalf of the Council arising out of these duties.
6.	Provide appropriate support and assistance to the Group Manager – Private Sector Housing.
7.	Investigate drainage defect complaints where required, including defects resulting in recurring pest control issues. Undertake any necessary enforcement action, in accordance with the service's objectives and procedures, including the production of reports, correspondence, work schedules and statutory notices as required.
8.	Promote domestic energy efficiency in the private sector and liaise with suppliers and potential partners to deliver energy efficiency measures to those eligible.
9.	Undertake inspections of licensed caravan sites and ensure compliance with site licence conditions.
10.	Maintain the team's technical equipment and supplies.
11.	Develop and implement promotional activities relevant to the team's work.
12.	Delivery of an effective and appropriate customer focused service to service users, fairly and without discrimination.
13.	As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
14.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
15.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
<b>Special Factors</b>	
<ul style="list-style-type: none"> <li>The nature of the work may involve the jobholder carrying out work outside of normal working hours.</li> </ul>	

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10<sup>th</sup> September 2012. Therefore **a DBS enhanced check (without a barred list check) is an essential requirement.**

**Prepared by:** Private Sector Housing Manager

**Date:** 22 March 2021

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	Essential	Desirable
<b><u>Qualifications</u></b>  NVQ Level 3 or equivalent in Building Studies/ Construction or Environmental Health.  Certificate of competency under HHSRS. <b>Or</b> Demonstrable experience identified within the section below.	✓  ✓  ✓	
<b><u>Experience</u></b>  Proven experience in carrying out detailed inspections of domestic property.  Experience of drawing up schedules of work.  Experience of working within a Local Authority and Housing Standards inspections.  An understanding of, and the ability to provide, best practice in customer care.	✓  ✓	✓  ✓
<b><u>Skills / Knowledge</u></b>  The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.  Computer literacy including experience in the use of Microsoft Office.  Knowledge of legislation relating to private sector housing and houses in multiple occupation.  Experience in the use of the Civica Data Management System.  Frontline experience of providing Domestic Energy Advice.	✓  ✓	✓  ✓  ✓

	Essential	Desirable
<b><u>Interpersonal Skills</u></b>		
Ability to communicate effectively (orally and in writing).	✓	
Excellent interpersonal skills and the ability to deal with people with tact and diplomacy, including the ability to negotiate and mediate between various parties.	✓	
Ability to work and contribute as a team member.	✓	
<b><u>Other requirements</u></b>		
Must be able to carry out site visits/inspections and use ladders and scaffolding.	✓	
Must hold a current full UK driving licence and have access to a suitably insured vehicle available for work purposes.	✓	
To be able on occasion to work outside normal office hours. An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	✓
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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