

 <b>St Alb</b> City & District	<b>Job Description and Person Specification</b>	
<b>Job Title</b>	Mobile Home Parks Operations Officer	
<b>Post Number</b>	P2484	<b>JE Ref:</b>
<b>Grade</b>	6	
<b>Other Payments</b>	Essential Car Allowance	
<b>Job Family</b>	Technical and Professional	
<b>Directorate</b>	Community Place and Delivery	
<b>Progression</b>	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
<b>Hours per week</b>	18.5	
<b>Accountable to</b>	tbc	
<b>Date created/ reviewed</b>	February 2025	

### **JOB DESCRIPTION FOR MOBILE HOMES PARKS OPERATIONS OFFICER**

#### **Job Purpose**

To deliver operational management of the 4 Mobile Homes sites in the Council's ownership.

Giving service specific technical, practical and legal advice, within the post-holder's competence, having regard to the best use of resources and ensure statutory compliance is completed in line with Council policy and regulations.

Work in collaboration with other services, and senior management to ensure that services are joined up appropriately and are aligned to the achievement of the Council's aims and objectives.

#### **Accountabilities**

1. To ensure all mobile homes residents abide by the terms of their legal agreement and site rules and comply with model standards. To take appropriate enforcement action as necessary in case of any breach of rules.
2. To respond to complaints and requests for service from the public, businesses, other authorities, agencies and Council Directorates, including giving service specific technical, practical and legal advice, within the post-holder's competence, having regard to the best use of resources.

3. To ensure due processes are followed in the buying and selling of any mobile homes and liaise with relevant parties as necessary. To ensure all monies owed to the Council are paid. To ensure new residents are advised of responsibilities of living on the site.
4. Place orders for works and authorise contractors to undertake work based on health and safety guidelines. Using systems to generate purchase orders and produce invoices, including the appropriate allocation of budget codes in line with the procurement procedure.
5. To ensure the necessary health and safety procedures and controls are being properly implemented and to audit existing procedures. Ensure that the Fire Risk Assessment and Electrical Safety database and programme development is maintained and any identified issues are remedied.
6. To carry out 3 formal site inspections per annum with ward Councillors and maintain records of inspections with any identified actions. These are to be carried out alongside ad hoc site inspections as and when required.
7. Prepare contractor works orders, checking and completing orders and credit notes. Ensure that all work is carried out in compliance with the Council's policies, existing contracts, Standing Orders and Financial Regulations and respond to any non-compliance, escalating if appropriate.
8. To manage any requests to change mobile homes on sites and ensure model standards and health and safety guidelines are adhered to.
9. To maximise the Council's income by ensuring rent collection is optimised and early action is taken with any resident who has licence fee arrears
10. To take the lead on submitting government returns in relation to the annual caravan count.
11. To develop and maintain a suite of guidelines and information for all mobile homes sites residents and keep up to date with best practice and legislation in particular the Caravan Sites and Control of Development Act 1960, The Mobile Homes Act 1983 (as amended), The Mobile Homes Act 2013, and the Model standards 2008.

## **Demands**

Ability to give accurate technical, practical advice to customers and colleagues relating to building matters, cyclical projects and contracts.

Able to undertake site visits to locations around the district which may not have easy access.

Ability to read technical plans and work documents.

Must be able to be observant and have good attention to detail.

Ability to manage frequent interruptions from staff, customers and stakeholders and remain focused on meeting deadlines (e.g. licensing timetable, mobile home site inspections)-up to 6 per day lasting from a few minutes to half an hour.

## **Working Conditions**

Working on site as required on a regular basis.

## Other Employment Requirements

Satisfactory Disclosure check.

May need to occasionally attend out of hours meetings.

Ability to work in a hybrid manner to suit service needs.

ROLE SPECIFIC PERSON SPECIFICATION			
Criteria	Essential	Desirable	Assessment
<b>Values and Behaviours</b>			
We are Customer Driven	X		I, T, R
We Care	X		I, T, R
We are Confident	X		I, T, R
We Work Together	X		I, T, R
We are Trusted	X		I, T, R
<b>Qualifications</b>			
Q1 Degree or equivalent qualification and/or significant relevant work experience in a similar role.	X		A,D,I
Q2 5 GCSE's A-C, including Maths and English	X		A,I,D
Q3 Valid Driving Licence	X		A,I,D
<b>Knowledge</b>			
K1 Up to date and specific detailed knowledge of housing and mobile home legislation, regulations, standards and core disciplines of work area.	X		A,I,D
K2 Knowledge and understanding of: <ul style="list-style-type: none"> <li>- developments and challenges facing local government</li> <li>- best practice in service delivery</li> <li>- performance management and target setting</li> <li>- project management</li> <li>- partnership working</li> <li>- and stakeholder engagement</li> </ul>	X		A,I,D

	- procurement and contract management			
K3	Commitment to and clear understanding of equal opportunities	X		A,I,D
K4	Understanding of health and safety issues relevant to work area	X		A,I,D
<b>Experience</b>				
E1	Previous experience of dealing with customers well with a track record of taking appropriate responsive action to resolve issues.	X		A,I,D
E2	Experience of effectively managing and monitoring contractors and their works.	X		A,I,D
E3	Excellent verbal and written communication skills to produce accurate written reports, specifications and work orders	X		A,I,D
E4	Experience of delivering service objectives for a work area, including successful completion of projects and programmes of work	X		A,I,D

#### Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#) on our website