

Job Details

Job Title: **EMPTY HOMES OFFICER**

Post Number: POST000398

Directorate: Environmental and Community Services

Section: Housing Services

Post Grade: Tier: 4, Grade: F

Responsible to: Private Sector Housing Team Leader

Responsible for: N/A

Job Purpose

- To bring long-term empty homes back into use
- To develop approaches to prevent long-term vacancies in residential properties

Main Responsibilities

To:

- Take action to reduce the number of long-term empty homes and respond to and investigate reports of empty homes from members of the public
- Facilitate positive interaction between owners, agents, buyers and other interested parties and advise owners of their responsibilities to maintain their property along with discussing options to bring homes back into use
- Take a holistic approach to cases, assisting and enabling empty homeowners to return homes to use
- Advise owners on suitable measures to improve home energy efficiency, enable retrofitting of empty homes and assist colleagues to identify opportunities for promoting and facilitating the installation of home energy efficiency measures that support the delivery of council programmes
- Take appropriate and proportionate informal/formal statutory action to ensure compliance with relevant legislation including the inspection of empty homes to establish their status or where enforcement action may be considered necessary.

- Create, sign and serve legal or enforcement notices when necessary and obtain quotations for work in default, if necessary, inspect works in progress and on completion ensure payments to contractors can be authorised.
- Prepare documentation to support legal proceedings. Attend court and give evidence when required.
- Develop and maintain technical knowledge, knowledge of relevant legislation, guidance, good practice and regional developments
- Analyse Council Tax and other council data (e.g. anti-social behaviour, Environmental Health) and relevant external data
- Develop procedures and databases for casework, maintain accurate records and develop a priority matrix to address empty homes to meet Erewash's specific housing needs and align these with council priorities
- Seek funding opportunities for retrofitting empty homes as part of wider corporate strategies and administer grants and/or loans related to empty homes
- Contribute to the development and renewal of the empty homes action plan and support colleagues to identify opportunities to create affordable homes from existing stock
- Represent the council at meetings with partner organisations (both local and countywide/subregional) to ensure a coordinated approach to the council's priorities in this area
- Evaluate opportunities to partner with external organisations on complex cases
- Seek opportunities for partnership working on larger projects bringing multiple homes back into use to meet housing need
- Promote and publicise work of the team in relation to empty residential properties
- Use investigative resources to locate absent owners, agents or beneficiaries to initiate communication

Decision making

- Interpreting legislation, guidance, relevant codes of practice and council policy to identify the most appropriate course of action for intervention on empty homes.
- Determining when to take formal action in accordance with the Housing Act 2004 and legislation associated with empty homes.
- Signing legal and enforcement notices.

Financial Responsibilities

- Administering grants or loans related to empty property work
- Applying for external (e.g. MHCLG/ East Midlands Combined County Authority) funding for empty property initiatives

Key Contacts / Relationships

- Internal: Private Sector Housing Team Leader, Housing Services Manager, Housing Strategy Officer, Senior Environmental Protection Officer, Admin Manager, Community Safety, Planning and Regeneration, Revenues and Benefits, Legal, Procurement, Audit, Information Security and other officers.
- External: homeowners including corporations, the public, registered providers, agents, regional groups and partnership groups such as the East Midlands Empty Homes Group, East Midlands Combined County Authority, Trading Standards, Action on Empty Homes.

STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post 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 themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: **Housing Services Manager**

Date: **September 2025**

Version: **1.0**

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: EMPTY HOMES OFFICER

Post Number: POST00398

EXPERIENCE

Essential Criteria

- Experience of working in a related field including carrying out detailed inspections and surveys of properties. A,I
- Experience of working effectively with a range of internal and external stakeholders to achieve shared goals A,I
- Managing complex cases and project work A,I

Desirable Criteria

- Experience of local authority empty homes work A,I

QUALIFICATIONS

Essential Criteria

- HND or equivalent in relevant subject (eg Environmental Health, Building Studies, Planning, Housing, Construction), equivalent professional certification or significant relevant experience. A,D

Desirable Criteria

- Certificate of competence in applying the Housing Health and Safety Rating System (HHSRS) A,D

SKILLS & KNOWLEDGE

Essential Criteria

- Detailed knowledge of legislation, guidance and best practice relevant to all aspects of empty homes A,I,T
- Understanding the impact of long-term empty homes on housing supply and the relationship between empty homes work and addressing housing need A,I
- Able to communicate effectively orally and in writing, including a clear ability to express technical terms in plain English A,I
- Able to evidence excellent interpersonal skills including negotiation, advising, and ability to adapt communication style appropriate to the situation A,I,T
- Experience of managing workload effectively including prioritising well A
- Good ICT skills, including experience of using data management systems A,I

- Ability to build on previous experience to identify solutions to new challenges, adapting approach to specific situation and using best practice A,I

OTHER REQUIREMENTS

Essential Criteria

- Full UK driving license. A,D
- Able to work outside normal hours when required. A

Desirable Criteria

- None

ASSESSMENT KEY:

A Application | / Interview | T Test | D Documentation

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