

Career Graded Private Sector Housing Officer

This post has a career grade span between grades F to H. A career graded post requires the post holder to satisfy the minimum standard required to do the job when they are appointed. The post holder will undertake on the job training as well as attending professionally run training sessions as required. This will enable officers to develop the key skills and abilities to become a competent Private Sector Housing Officer, able to undertake the full duties of the post.

Career Grade Basic Requirements (Knowledge, skills and performance standards):

Grade F - Post holder possess key personal attributes and some relevant knowledge/experience as outlined below

Grade G - Post holder can carry out most of the duties of the post, has completed and passed the Housing Health and Safety Rating System course but still requires additional training, supervision and/or experience.

Grade H - Post holder able to carry out full duties of the post with minimal supervision.

Career progression and initial starting grade decisions, are at the discretion of the service manager having regard to the competence of the post holder and ability to carry out all the duties of the post at each career grade.

This Role Profile is based upon the fully developed PS Housing development plan which illustrates the core skills that need to be achieved to progress from Grade F through to H.

Some applicants may have sufficient knowledge and experience to commence employment at Grade G or H immediately.

The objectives will be reviewed every three months as part of the induction programme and development plan. Progress will be measured by reference to the development plan, technical competency and by review of a training evidence log to be kept by the postholder. The competencies are to be developed through a combination of work shadowing, peer support, formal training courses, and self-learning.

We would expect the postholder to be fully developed within approx. 36 months.

Main Duties of the Post:

- To investigate complaints of poor private sector housing conditions including damp and mould and disrepair. Provide technical & directed advice to resolve matters. Where possible and appropriate, to work cooperatively with landlords and formally where necessary to ensure required standards are met and housing conditions improved where required.
- To investigate HMOs and reports of poor housing conditions in HMOs and ensure compliance with the council's adopted housing standards & against national legislation/guidance and take enforcement action as required.
- To carry out property surveys and inspections, make assessments under the Housing Health & Safety Rating System
- Draw floor plans and prepare technical schedules of work where necessary.

- To implement the requirements of the Housing Act 2004 in respect of the Mandatory Licensing Scheme within the Borough.
- To enforce standards/legislation and Licensing relating to Caravan sites
- To take informal & formal enforcement action as required to remedy instances of disrepair and non-compliance with required standards. Such action may include the drawing up of and service of legal Notices, preparation of statements, case files all in compliance with Council' Private Sector Housing Enforcement & Licensing Policy.
- Represent the Council and provide evidence at criminal court cases relating to enforcement action.
- Represent the Council and provide evidence at Tribunal hearings
- To investigate reports of empty homes and to take appropriate action wherever possible to bring the property back into use.
- To deliver the Council's Disabled Facility Grants service in accordance with national legislation and adopted local guidance.
- To investigate and take appropriate enforcement action in regard to the Protection from Eviction Act 1977 including illegal eviction and harassment with the intention to illegally evict.
- To deliver the Councils' Discretionary Assistance service in accordance with council policy and procedures.
- To signpost landlords & tenants to relevant internal and external services over matters arising from investigations and casework.
- To record & maintain all casework within our current IT system (Uniform).
- To ensure accurate information is recorded and monitored to enable Private Sector Housing returns to be made on time to internal customers, DLUHC and other bodies.
- Attend, represent Dartford Borough Council and provide technical comment at meetings with internal departments such as Planning, Building Control and Housing, and externally to agencies such as the Kent & Medway Fire Rescue Service and KCC Social Services.
- To represent the Council at appropriate regional forums & network meetings.
- To contribute to the delivery and implementation of Private Sector Housing Renewal Strategy.
- To carry out all duties in accordance with relevant legislation, Council policies, procedures and standards
- To enforce all relevant Housing legislation to private sector housing (see below).

Legislation relevant to this post:

- Public Health Act 1936

- Caravan Sites and Control of Development Act 1960
- Local Government (Miscellaneous Provisions) Act 1976
- Protection from Eviction Act 1977
- Building Act 1984
- Housing Act 1985
- Landlord & Tenant Act 1985
- Environmental Protection Act 1990
- Protection from Eviction Act 1977
- Housing Act 2004
- The Management of Houses in Multiple Occupation (England) Regulations 2006
- The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007
- Mobile Homes Act 2013
- The Smoke and Carbon Monoxide Alarm (England) Regulations 2015
- The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order
- Housing and Planning Act 2016
- The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (amended)
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- Regulator's Code of Practice 2014
- Smoke & Carbon Monoxide Alarm (England) Regulations
- The Housing & Planning Act 2016 (Banning Order Offences) Regulations 2017
- Deregulation Act 2015
- The Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licenses) (England) Regulations 2018
- The Licensing Of Houses In Multiple Occupation (Prescribed Description) (England) Order 2018
- Town and Country Planning Act 1990
- Local Government (Miscellaneous Provisions) Act 1982
- Law of Property Act 1925
- Renters Rights Act 2025

- Supported Housing (Regulatory Oversight Act) 2023
- Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002
- Housing Grants, Construction and Regeneration Act 1996 (as amended)

Development plan is detailed below.

Knowledge	Skills	Performance standards
Grade F		
Min of 5 GCSEs Grade 9 to 4 (or equivalent) inc Maths & English Lang AND educated to A Level standard or equivalent or have relevant experience	Excellent IT skills - able to use all standard office Packages and databases	Demonstrate skills through daily use and production of accurate records, reports, legal notices and correspondence.
Experience of working in Private Sector Housing /Housing environment or Environmental Health or enforcement or property surveying or private rental or equivalent. OR Level 6 Qualification in related field e.g., Housing, Environmental Health, Property Management, Building Maintenance, Construction, surveying	Good written skills including composing emails, letters and reports	Able to provide information and advice to enquirers in writing and verbally relating to housing standards/enforcement including disrepair, damp and mould, HMOs (including licensing) , caravan licensing, The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (as amended), The Smoke & Carbon Monoxide Alarm (England) Regulations 2022 and The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 , Tenancy Deposits, & Property Re-dress scheme, Disabled Facilities Grants and Discretionary Assistances Able to give clear instructions on works to be carried out in relation to simple property repairs or improvements and compliance with legislation and guidances.
Some knowledge of relevant legislation/current trends and/or impacts of poor housing particularly relating to the private rented sector is essential	Excellent numeracy and verbal skills face to face and on telephone	Able to complete desktop and on site investigative work for all areas
Some basic awareness of building construction/maintenance/defects including damp and mould is essential	Able to deal with challenging behaviour	Able to correctly risk assess/prioritise properties for enforcement inspections/action

Ability to carry out site visits	Able to interpret and apply complex laws/regulations	To participate fully as a member of the Team, ensuring the provision of an efficient service, including attending meetings, assisting in the preparation of information, sharing knowledge/information/priorities, supporting colleagues and actively assisting in projects
Full clean driving licence (Business use insurance will be required for this post)	Must have adaptable and flexible attitude to work requirements and problem solving	
	Ability to manage own workload, use own initiative to solve problems and work independently	
This role requires a standard DBS check	Ability to interpret and draw basic floor plans	
Some out of hours working may be required	<p>Highly conscious and aware of confidentiality and integrity with the ability to manage and interpret sensitive and confidential information.</p> <p>A willingness to learn and undertake training</p> <p>Ability to produce accurate records, documents and standard legal notices using proforma documents</p>	

Knowledge	Skills	Performance standards
<p>Grade G – Meet Grade F standards PLUS</p>		
<p>Min of 5 GCSEs Grade 9 to 5 (or equivalent) inc Maths & English Lang AND educated to A Level standard or equivalent or have relevant experience.</p> <p>Experience of working in Private Sector Housing /Housing environment or Environmental Health or enforcement or property surveying or private rental or equivalent for a minimum of one year (6 months if have a Level 6 Qualification in related field e.g., Housing, Environmental Health, Property Management, Building Maintenance, Construction, Surveying)</p> <p>Good knowledge of all current and emerging relevant housing legislation/ guidance/standards including the Housing Act 2004, Housing & Planning Act 2016, The Caravan Sites and Control of Development Act 1960, Mobile Homes Act 2013 Public Health Acts, Planning and Building Regulations, and Police and Criminal Evidence Act (PACE).</p> <p>A good understanding of building construction/maintenance/defects</p> <p>Attained certified assessor status for the Housing, Health and Safety Rating System</p> <p>Able to correctly diagnose and advise on disrepair including damp and mould, HMOS and preferably caravan site licensing.</p>	<p>Excellent IT skills - able to use all standard office packages and bespoke database</p> <p>Uses initiative and adopts an active approach to completing work.</p> <p>The ability to prepare low level defect reports and corresponding schedules of building work with supervision in support of carrying out HHSRS assessments and the collection of any necessary information to allow a decision to be made as to what action if any should be taken.</p> <p>Has a keen eye for detail Work effectively within the Team to ensure a continuous and high standard level of service is provided</p> <p>Good communications skills</p> <p>Demonstrates negotiation skills.</p> <p>Demonstrates tact and diplomacy.</p> <p>Ability to manage workload effectively.</p> <p>Ability to deal sensitively and confidentially with</p>	<p>Demonstrate skills through daily use and production of accurate records, reports and correspondence.</p> <p>To have carried out complaint property inspections including written schedules of work and produced HHSRS reports and calculations initially under supervision.</p> <p>To have carried out compliance and evidence gathering inspections including completed works following informal or formal action/licensing conditions Consider and make recommendations for appropriate enforcement actions.</p> <p>Produce Enforcement Notices (with supervision)</p> <p>Produce detailed floor plans</p> <p>HMO/Caravan/Empty/blocks of flats/ High Rise inspections under supervision</p> <p>Able to process HMO & Caravan site Licence applications with guidance</p> <p>Contributes positively to the development of the service.</p> <p>To be the team specialist in a specific service area.</p> <p>Assist in the enforcement of Regulations including The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (as amended), The Smoke & Carbon Monoxide Alarm (England) Regulations 2022 and The Electrical Safety</p>

	<p>vulnerable or distressed clients.</p> <p>Work effectively with other partners/departments including within the Council and external Agencies.</p>	<p>Standards in the Private Rented Sector (England) Regulations 2020</p> <p>To assist in identifying HMOs in the borough</p> <p>To assist in harassment and illegal eviction cases</p> <p>Assist in collating evidence, taking witness statements, preparing paperwork for RPT appeals, CPNs/prosecution cases</p> <p>Assist in preparing responses to FOI/RFI/Councillor/MP enquiries/requests</p> <p>Undertake relevant training via bespoke courses.</p>
Knowledge	Skills	Performance Standards
Grade H - Meet Grade F & G standards PLUS		
<p>Min of 5 GCSEs Grade 9 to 4 (or equivalent) inc Maths & English Lang AND educated to A Level standard or equivalent or have relevant experience. Level 6 qualified preferable.</p> <p>Experience of working in Private Sector Housing /Housing environment or Environmental Health or enforcement or property surveying or private rental or equivalent for a minimum of one year</p> <p>Sound understanding of diagnosing property defects and their causes.</p> <p>Sound understanding of the causation and remedial work necessary to deal with dampness in property</p> <p>Sound knowledge of current and emerging Housing law and guidance</p>	<p>Ability to competently survey a building so as to identify defects, establish cause and measures required to remove defects without supervision.</p> <p>Ability to carry out HHSRS assessment to identify Category 1 and 2 hazards without supervision.</p> <p>Ability to produce Statement of Reasons for HHSRS action and make judgement as to appropriate action without supervision.</p> <p>Ability to communicate findings to colleagues,</p>	<p>Undertake relevant training via bespoke courses.</p> <p>To keep up to date with legislative changes and improve knowledge and application</p> <p>To have carried out 20 property inspections, written 20 schedules of work and produced 20 HHSRS reports with minimum supervision.</p> <p>To have taken formal enforcement action on a minimum of 5 cases with minimum supervision.</p> <p>To have carried out 5/2 HMO inspections and prepare schedules of work with minimal supervision.*</p> <p>To have carried out at least 5/2 Caravan site inspections*</p>

<p>relating to private rented residential properties; including:</p> <p>Housing Act 2004 Housing & Planning Act 2016 including Civil Penalties Caravan Sites and Control of Development Act 1960 The Mobile Homes Act 2013 , Protection from Eviction Act 1977 Public Health Acts, Planning and Building Regulations, and Police and Criminal Evidence Act (PACE).</p> <p>Thorough knowledge and understanding of the law and regulations relating to HMOs including all aspects of HMO Licensing processes</p> <p>Sound knowledge of the law relating to Caravan sites and licensing</p> <p>Keeps up to date with statutory guidance, legislation and policies and procedures affecting the work of the service.</p> <p>Thorough understanding and ability to follow the Council's Private Sector Housing Enforcement and Licensing Policy</p> <p>Thorough understanding of fire safety regulations particularly relating to HMOs, blocks of flats and Caravan Sites.</p>	<p>property owners, Landlords and Tenants.</p> <p>Ability to identify an HMO and carry out an inspection, create schedules of work, statement of reasons and make judgement as to appropriate action without supervision</p> <p>Ability to serve formal Enforcement Notices and take Remedial Action.</p> <p>Has a sound approach to decision making and able to justify actions using relevant policies, legislation and guidance.</p> <p>Ability to take action where Notices have not been complied with including Civil Penalties, penalties, prosecution and works in default.</p> <p>Able to finalise reports without significant external input. Able to resolve conflict positively. Able to influence others. Is assertive when necessary. Demonstrates professional and objective behaviour.</p> <p>Ability to work with partners to establish common aims and objectives.</p>	<p>To have carried out a minimum of 5/2 inspections of blocks of flats*</p> <p>To have investigated a minimum of one case related to illegal eviction and harassment</p> <p>*Dependent on whether Officer is generic or has a specialism</p> <p>Able to collate evidence, take and prepare own witness statements, prepare paperwork for RPT appeals, CPNs/ prosecution cases</p> <p>Able to conduct interview under caution in accordance with PACE</p> <p>Able to confidently represent the Council at RPT and court cases</p> <p>Able to respond to FOI/RFI/Councillor/MP enquiries/requests</p> <p>Keep thorough records and able to make full use of Uniform/Idox software including reporting function</p>
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