

Job Details

Job Title:	ASSISTANT HOUSING STANDARDS OFFICER
Post Number:	POST000412
Directorate:	Environmental and Community Services
Section:	Housing Services
Post Grade:	Tier: 5, Grade: D
Responsible to:	Senior Housing Standards Officer
Responsible for:	N/A

Job Purpose

- To support the work of the Housing Standards Officers by processing residents' requests for a service and providing initial information on reducing or removing hazards in the home.
 - To provide administrative support for other parts of the Private Sector Housing Team as requested by the Private Sector Housing Manager.
 - To support the development of proactive approaches to identifying poor housing conditions and empty homes such as displaying data on maps or pictorially.
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Main Responsibilities

- Support the Housing Standards Officers in ensuring that landlords in the private rented sector meet their statutory obligations with regard to housing conditions.
- Accompany Housing Standards Officers on some housing surveys/inspections where they are using the Housing Health and Safety Rating System (HHSRS) to determine whether the property meets legislative and/or government standards
- Assist in carrying out inspections of licensable and non-licensable houses in multiple occupation.
- Process legal or enforcement notices as directed by a Housing Standards Officer.
- Process a licence once it has been authorised by a Housing Standards Officer

- Provide generic and basic information to landlords, property managers, agents, tenants and property owners regarding their rights and legal responsibilities as these relate to housing conditions.
 - Provide more tailored advice to the above stakeholders on low risk areas once experience and qualifications thresholds have been achieved.
 - Raise awareness of home energy conservation with the public, landlords, tenants and owner occupiers and provide general, non-tailored, information to them on affordable warmth and home energy conservation.
 - Support the work of the Empty Homes Officer where agreed with the Senior Housing Standards Officer.
 - Assist in the delivery of the Disabled Facilities Grant programme where agreed with the Private Sector Housing Manager.
 - Maintain accurate database records, publish information on the council's website as authorised by the Private Sector Housing Manager and regularly review the website to keep it up-to-date.
 - Assist the Private Sector Housing Manager in implementing or updating the team's database modules.
 - Collate and convert raw data into graphs, charts and other visual means to help convey what the data is saying to wider specialist and non-specialist audiences.
 - Develop knowledge of relevant legislation, guidance, good practice and council policy to help support the work of the team.
 - Help compile documentation to support legal proceedings which may include Civil Penalties or prosecutions.
 - Obtain quotations for work in default following service of statutory notices and on completion ensure payments to contractors can be authorised.
 - Collate and compile data to ensure reporting in accordance with the Home Energy Conservation Act is completed when required and in a timely manner.
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Decision making

- Deciding when to refer to a colleague for advice once information has been given.
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Financial Responsibilities

- Checking invoices and grant or loan eligibility where available.
 - Seeking quotations from contractors regarding the completion of works in default.
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Key Contacts / Relationships

- Internal: Housing Standards Officers, Senior Housing Standards Officer, Private Sector Housing Manager, Housing Services Manager, Adaptations and Independent Living Officer,

Empty Homes Officer, Project Coordinator (Home Retrofit), Admin Manager, Housing Options Team Leader, ICT, Legal, Communications, Procurement, Information Security and other officers.

- External: The general public, managing agents, landlords, property managers, property owners, DASH Services, Registered Providers such as EMH, the voluntary sector, building contractors, Derbyshire County Council and charitable organisations.
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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: Steven Shanahan, Housing Services Manager

Date: March 2026

Version: 4.0

Declaration

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

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

PERSON SPECIFICATION

Job Title: ASSISTANT HOUSING STANDARDS OFFICER

Post Number: POST000412

EXPERIENCE

Essential Criteria

- Experience of working with customers and evidence of providing a good service that focuses on their needs. A,I
- Experience of working well in a team and supporting a team to deliver effectively. A,I
- Experience of managing a workload effectively including prioritising well. A,I

Desirable Criteria

- Experience of building construction in the housing sector
A,I
 - Experience of working in private sector housing. A,I
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QUALIFICATIONS

Essential Criteria

- Five passes at GCSE (ie Grade 4 or equivalent) including English Language. A,D
- A commitment to undertake the professional training and qualifications required to meet the standard expected of a Housing Standards Officer, including study outside normal working hours. (Completion of this training does not guarantee progression into an Officer role, and any future vacancies would be subject to normal recruitment processes.) A,I
- Willingness to study towards achieving a Certificate of Competence in applying the Housing Health and Safety Rating System (HHSRS). A,I
- Willingness to become an Affiliate or Associate member of the Chartered Institute of Environmental Health A,I

Desirable Criteria

- None
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SKILLS & KNOWLEDGE

Essential Criteria

- A demonstrable interest in improving conditions in private-sector housing and houses in multiple occupation and ability to express this clearly and convincingly A,I

- A demonstrable interest in the issues around affordable warmth and fuel poverty as well as a desire to help people live affordably in warm homes. A,I
- Able to communicate effectively in speaking and in writing including the ability to express technical terms in plain English clearly and fluidly. A,I,T
- Able to evidence excellent interpersonal skills. A,I
- Good ICT skills including experience of using data management systems and converting raw data into graphs, charts and other visual means to help depict and convey what the data is saying. A,I

Desirable Criteria

- None

OTHER REQUIREMENTS

Essential Criteria

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

Desirable Criteria

- None

ASSESSMENT KEY:

A Application | I Interview | T Test | D Documentation

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