

Job Details

Job Title:	SENIOR HOUSING STANDARDS OFFICER
Post Number:	POST000411
Directorate:	Environmental and Community Services
Section:	Housing Services
Post Grade:	Tier: 4, Grade: H
Responsible to:	Private Sector Housing Manager
Responsible for:	Housing Standards Team

Job Purpose

- To support the Private Sector Housing Team's delivery across housing standards & enforcement, energy efficiency programmes, adaptations and associated grants and bringing empty homes back in to use.
 - To act as a technical expert for enforcing housing standards in line with the Housing Act 2004, Renters' Rights Act 2025 and associated legislation.
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Main Responsibilities

- Actively promote a resident-first mindset, ensuring day-to-day work and service delivery are shaped by understanding and improving customer experience rather than focusing solely on assets.
- To supervise the Housing Standards Team in line with statute, council policy, local procedure and reporting arrangements.
- To maintain a team culture that values continuous learning, high professional standards and a commitment to contributing to and delivering the Council's strategies and programmes.
- In an emergency and in the absence of a Housing Standards Officer, to take action to ensure compliance under the Housing Act 2004, Renters' Rights Act 2025 and associated legislation.

- To develop, maintain and embed expert technical knowledge in the areas for which the team is responsible.
- To participate actively in sub-regional and local partnership groups, setting the agenda where needed and leading or supporting improvements within the system.
- To interpret legislation, guidance, relevant codes of practice and council policy and disseminate to members.
- To develop, implement and review internal written procedures for the team.
- To develop and maintain a detailed understanding of housing conditions across the borough.
- Support the implementation and ongoing maintenance of systems that collect, analyse and report data, contributing to the development of performance measures, monitoring of outcomes and preparation of management information to enable effective team oversight and transparent service delivery. This includes ensuring the proper handling, retention and deletion of personal data in line with data protection legislation. To improve continuously the use of database modules relevant to the service area and recommend their development and evolution to new systems as needed.
- To help in the development and review of online services for residents, the team and other key stakeholders.
- To promote the work of the team, using or commissioning as appropriate: social media; promotional events; landlord forums; articles in the Council's publications and maintaining up-to-date pages for the team on the Council's website.
- To ensure that team members have access to sources of good practice, legislation, caselaw, guidance and that these are used as appropriate to underpin their actions and decisions.
- Promote and reinforce safeguarding awareness and correct referral processes within the team, supporting colleagues to follow required procedures and ensuring training commitments are met. To identify, report, monitor, review and mitigate risks to the team's area of work.
- To investigate and respond to Member and other external enquiries received in accordance with Council procedures.
- To support the Private Sector Housing Manager and deputise for them as requested.

Decision making

- To ensure that decisions taken by team members are consistent and in accordance with law, guidance, caselaw and council policy.
- In the absence of a Housing Standards Officer and in an emergency to sign legal and enforcement notices.

Financial Responsibilities

- Budgetary responsibility for revenue expenditure in accordance with the Council's Financial Regulations.

Key Contacts / Relationships

- Internal: Elected members; senior officers; Environmental Health Manager; Admin Manager; Community Safety Manager; Legal; Finance; Procurement; information security; Planning and Audit.
- External: The public; landlords; regional groups and partnership groups such as the Built Environment Group; DASH Services; Registered Providers such as EMH; the voluntary sector; contracted managing agents or installers; building contractors; Derbyshire County Council; Derby City Council; Derbyshire and Nottinghamshire district and borough councils and charitable organisations.

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: March 2026

Version: 2.0

Declaration

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

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

PERSON SPECIFICATION

Job Title: SENIOR HOUSING STANDARDS OFFICER

Post Number: POST000411

EXPERIENCE

Essential Criteria

- Post qualification experience in private sector housing. A,I
- Experience of regulatory housing enforcement including inspection, preparing statutory notices and schedules of work. A,I
- Experience of undertaking housing inspections using the Housing Health and Safety Rating System (HHSRS). A,I,T
- Experience of leading or supporting technical service improvements in partnership. A,I
- Experience of leading projects and/or teams. A,I

Desirable Criteria

- None
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QUALIFICATIONS

Essential Criteria

- Honours Degree 2:2 or above in Building and Construction/Construction Management, Surveying or an equivalent qualification or Higher National Diploma and three years' experience. A,D
- A qualified Environmental Health Practitioner (holding CIEH Chartered status) (CenvH) with housing experience or willingness to start work towards this within 12 months of appointment. A,D
- Certificate of Competence in applying the Housing Health and Safety Rating System (HHSRS). A,D
- ILM Level 3 in management or equivalent or demonstrably effective management experience or a willingness to undertake study to reach this level. A,D

Desirable Criteria

- None

SKILLS & KNOWLEDGE

Essential Criteria

- A demonstrable commitment to high professional standards and evidence of an ability to create a strong team culture of delivery and improvement. A,I
- A demonstrable ability to understand and apply law, caselaw and policy and develop effective local policy and procedure based on multiple sources. A,I,T
- An understanding of the issue of empty homes and a sound understanding on how to bring these back into use. A,I
- Able to communicate effectively orally and in presenting and writing including a demonstrable ability to express technical terms in plain English. A,I,T
- Good ICT skills including use of data management systems including the ability to specify reports and to specify and implement online services with ICT. A,I
- Proven ability to improve and report service performance. A,I,T
- Ability to publicise a service, including using social media effectively. 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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