

Post Specification

Date	January 2024
Post Group Number	8127
Post Title	Housing Enforcement and Health Officer (non career grade)
Job Family	Regulation and Technical
Job Family Role Profile	RT10
Final Grade	Grade 11

To be read in conjunction with the job family role profile

Service Area description

The post is situated within the Housing and Pollution Team, Regulatory Services which is under Public Health and Protection. However, parts of Regulatory Services that deals with Housing Grants are located under Adult Social Care and Housing Directorate. The post will be part of the AD of Service Provision Private Sector Housing Enforcement and housing standards.

Purpose of this post

- To assist the Principal Health and Housing Officer in providing and delivering a range of services relating to Environmental Health and Housing.
- To assist in the provision of information, assistance and guidance on the private rented sector aspect of the Council's private sector housing enforcement policy
- To investigate concerns about standards in private sector housing and where appropriate instigated formal action.

Key job specific accountabilities

1. As determined by the Principal Health and Housing Officer undertake, provide and deliver a range of services in relation to Housing and Pollution including inspection, assessment and enforcement in:
 - Houses in Multiple Occupation (HMO's)
 - Housing Standards including the Housing Health Safety Rating System (HHSRS)
 - Stock Condition inspections
 - Rented accommodation and accreditation scheme
 - Overcrowding, nuisance, complaints and housing standards; and
 - Dealing with Gypsy and Traveller issues (caravan site licensing, unauthorised encampments)
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2. Review planning applications and comment appropriately in areas relevant to the Housing and Pollution Team.
3. To attend and give evidence at proceedings in the Magistrates and Crown Courts and any

other relevant court or tribunal.

4. Dealing with and investigating complaints from the public and elected Members in connection with Housing and Pollution matters.
5. As authorised undertake any regulatory function delegated to the Service. Serving Civil Penalties, Statutory Notices and instigating legal proceedings as appropriate and in accordance with respective enforcement policies and statutory guidance.
6. Create, develop and maintain effective working relationships with colleagues and those using the Service.
7. Give advice, guidance and training to both internal departments and external agencies, on legislation within their responsibility.
8. Promote Best Value, excellence in customer service, a focus on continuous improvement and the promotion of these in the delivery of services and employment within the context of equality of opportunity and cultural diversity.
9. Implement and monitor a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
10. Establish and maintain effective two-way communication with staff, colleagues, Members and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.
11. Work safely, having regard for the safety and wellbeing of self, colleagues and others. Follow all safety rules and practices and report any unsafe situations or conditions.
12. Undertake such other duties that are required from time to time and are commensurate with this position.

Health and safety

- To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
- To ensure that the Council's corporate and service specific health and safety policies are followed and training is undertaken in all relevant health and safety procedures
- To be responsible for identifying and managing all risks associated with the job role through effective application of risk assessments, internal controls, training, monitoring and review to ensure health and safety remains a top priority.

Safeguarding

- To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

Equality and cultural diversity

- Deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	None
Staff Management Responsibilities	None
Other	- Full driving licence and access to own vehicle, essential car user allowance is payable

Essential Criteria - Qualifications, knowledge, experience and expertise

Technical Clerk

All criteria are essential, unless stated as 'Desirable' (D)

Criteria	Competency
Education & Qualifications	- HND in Building/Housing or equivalent previous experience. (D) - Regulatory experience - Minimum 3 GCSE's Grade C or above (or equivalent) including English, Mathematics or Working towards a Certificate of Registration with the Environmental Health Registration Board (EHRB)
Experience, Knowledge & Understanding	- Experience in working within a Local Authority private sector housing service (D). - Understanding of related legislation on private sector housing issues including Houses in Multiple Occupancy (HMO's) and licensing - Demonstrate competency and knowledge of the Housing Health and Safety Rating System (HHSRS) - Knowledge and experience of building, inspecting building works, building law and standards (D) - Experience of enforcement and Investigation procedures. - Court and evidence procedures including PACE/CPIA/RIPA requirements.
Skills	- Ability to work with minimum supervision and meet deadlines - Computer literacy including good working knowledge of Microsoft Word, Excel and Outlook - Effective record-keeping discipline - Excellent customer service and communication skills - Ability to demonstrate high levels of care, accuracy, confidentiality and/or security when handling information - Proactive and organised - Excellent presentational skills
Personal Qualities & Commitment	- Committed to leading the Council's principles and core values. - Commitment to highest levels of service delivery - Flexible and pragmatic approach to work - Professional but friendly outlook and attitude - Self-motivated and enthusiastic and an ability to operate with own initiative - Ability to work as part of and contribute to the value of a team approach

	○ Confident and tactful ○ Ability to work without supervision ○ Committed to the delivery of customer focused services and continuous service improvement. ○ Good customer relation skills ○ Ability to resolve problems using initiative and diplomacy ○ Ability to deal with diverse range of people including angry and irate people whilst remaining calm and courteous at all times
Other factors	○ Ability to work flexible hours within the normal working week if necessary

Date: January 2024

Disclosure and Barring Service – DBS Checks

- This post does NOT require a DBS check.

Job working circumstances

Emotional Demands	
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Physical Demands	
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Working Conditions	
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Other Factors

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