

JOB DESCRIPTION

POST: PRIVATE SECTOR HOUSING OFFICER	POST NO: ES31
DIRECTORATE/DIVISION: STRATEGIC HOUSING	
SCALE: G / H (Pro Rata)	
ANY SPECIAL CONDITIONS: (a) <u>Career Grade</u> Scale G - Postholder able to carry out the majority of all duties of the post, but requiring additional training, supervision and/or experience. Scale H - Postholder able to carry out full duties of the post with minimal supervision. Progression to Scale H is 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 with minimal supervision. (b) This role is available on a job share basis, with one post holder working Monday, Tuesday and Wednesday AM (18.5 hours) and one working Wednesday PM, Thursday and Friday (18.5). The role will be subject to the usual terms and conditions of a job share arrangement. (c) Essential user car allowance (currently under review). (d) A Baseline Personnel Security Standard check is required as part of this role, and that will also entail the successful applicant undertaking a Basic DBS Check.	
RESPONSIBLE TO: Private Sector Housing Manager	
RESPONSIBLE FOR (POSTS): None	
MAIN PURPOSE OF POST: To contribute to improving the quality of the private sector housing stock and ensure the sector is able to fulfil its potential in meeting housing need in the Borough. The postholder will work effectively as part of a small team to deliver an excellent private sector housing service. You will investigate housing condition complaints, reports of sub-standard houses of multiple occupation (HMO) & process HMO licence applications. Inspections of private sector residential dwellings in accordance with the Housing Act 2004, Housing Health and Safety Rating System and council policy & procedures will feature heavily. The postholder will also help to deliver the council's Disabled Facility Grants Service and Discretionary Loans service.	
SPECIFIC DUTIES OF POST: Private Sector Housing Complaints and HMO's.	
(a) To investigate complaints of poor private sector housing conditions and provide technical & directed advice to resolve matters. Where possible and appropriate, to work cooperatively with landlords to ensure required standards are met and housing conditions improved where required. (b) To investigate reports of poor housing conditions in HMOs and monitor compliance with the council's adopted housing standards & against national legislation (HHSRS & Housing Management Regulations) and take enforcement action as required.	

- (c) To carry out property surveys and inspections, make assessments under the Housing Health & Safety Rating System and prepare schedules of work where necessary.
- (d) To implement the requirements of the Housing Act 2004 in respect of the Mandatory Licensing Scheme within the Borough. To maintain the Register of Licensed HMOs available for public access & to maintain records of all licenced HMOs and appropriate casework within our current IT system (Uniform).
- (e) To take informal & formal enforcement action as required to remedy instances of disrepair and non compliance with required standards. Such action may include the service of Notices, preparation of statements, case files and tribunal appearances, all in compliance with Councils Enforcement Policy and in consultation with the Council's Legal Services Division.
- (f) To signpost landlords & tenants to relevant internal and external services over matters arising from your investigations and casework.
- (g) To record & maintain all casework within our current IT system (Uniform) to ensure that appropriate officers have access to up to date case history and details of the most recent action taken.

Disabled Facility Grants & Housing Renewal Assistance

- (h) To work within our small team delivering the Council's Disabled Facility Grants service in accordance with national legislation and adopted local guidance.
- (i) To complete financial means tests to assess eligibility, undertake home surveys, draft specifications and obtain grant approval of the Occupational Therapist recommended work. Ensuring the adaptations are completed to the satisfaction of both the customer and the council before the final grant payment is released to the contractors.
- (j) To deliver the Councils' Discretionary Repair & Renovation Loans service in accordance with council policy and procedures. Including assessing applications in accordance with the service eligibility criteria, undertaking home surveys, drafting specifications and obtaining formal approval of grants / loans to enable the work to go ahead.
- (k) To carry out inspections of the work to ensure they are completed to the customers and councils' satisfaction prior to the release of funds.

Empty Homes

- (l) To investigate reports of empty homes within the town and to take appropriate action wherever possible to bring the property back into use.
- (l) To complete inspections (HHSRS) of empty properties in consultation with owners to identify any shortfall in standards and to provide advice on the options available to improve the property. To both signpost owners to, and facilitate contact with the Crawley Deposit Service or external organisations who may be able to help bring the property back into use
- (k) To discuss cases with internal and external partners to assess all options before deciding on the most appropriate action in consultation with the Private Sector Housing Manager and Legal Department.
- (l) To maintain records of empty homes within our current IT system (Uniform) recording all relevant casework, actions taken and dates when the properties are returned back into use.

General

- (m) To represent the Council at appropriate regional forums & group meetings.
- (n) To work closely with the wider Housing Options team in the inspection of properties reported as being in sub-standard condition or provided by landlords for inclusion in the Crawley Deposit Service (CDS).
- (o) In conjunction with the Crawley Deposit Service Officers, provide advice and assistance to landlords tenanted through the CDS Scheme on their obligations and responsibilities in their capacity as a landlord.
- (p) To contribute to the delivery and implementation of Private Sector Housing Strategies and service improvements.
- (q) To provide cross team cover during times of heavy workloads, absence and sickness in respect of all areas of the Private Sector Housing service.
- (r) To ensure accurate information is recorded and monitored to enable Private Sector Housing returns to be made on time to internal customers, DCLG and other bodies.
- (s) To carry out such other duties as the Head of Strategic Housing & Planning Services may require from time to time.
- (t) To carry out all duties in accordance with relevant legislation, Council policies, procedures and standards
- (u) To actively promote the Council's Corporate Equality Statement and demonstrate the standard of conduct which prevents discrimination taking place.
- (v) To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policies and Procedures and all locally agreed safe methods of work.
- (w) To share the council's commitment to safeguarding and promoting the welfare of children, young people and adults at risk as outlined in the CBC Safeguarding Policy.
- (x) To ensure that all duties are carried out in compliance with both environmental legislation and a commitment to the Council's Environment Policy.

NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.

AMENDMENT DATE: 27/04/22/CM

POSTHOLDER'S SIGNATURE:

CANDIDATE SPECIFICATION

(This is for information only and should be retained by the applicant)

POST: PRIVATE SECTOR HOUSING OFFICER	POST NO: ES31	
CHARACTERISTIC	SPECIFICATION	
	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
SKILLS/ABILITIES	<p>The ability to :</p> <ul style="list-style-type: none"> • Organise/Prioritise workloads • Excellent verbal & written communication skills • Work well and effectively under pressure • Be understanding and diplomatic • Computer literate – especially Microsoft Office programmes, excel spreadsheets • Analyse technical and financial information 	<p>Working knowledge of Uniform software package</p> <p>Experience of writing building specifications for the purpose of obtaining quotes.</p>
KNOWLEDGE	<p>Good working knowledge of the Housing Act 2004 and the Housing Health and Safety Rating System.</p> <p>Practical knowledge of building construction & maintenance.</p> <p>Working knowledge of Mandatory HMO Licensing scheme and HMO Management Regulations</p> <p>Awareness of Disabled Facilities Grants, eligibility criteria regarding the applicant & grant eligible works.</p>	<p>Extensive knowledge of all Parts of the Housing Act 2004 & the enforcement options available.</p> <p>Extensive knowledge of the legislative requirements regarding HMOs.</p> <p>Working knowledge of landlord/tenant issues and private sector housing legislation</p> <p>Extensive knowledge of the Disabled Facilities Grants & Housing Grants, Construction & Regeneration Act 1996.</p>
<p>QUALIFICATION AND TRAINING</p> <p>VERIFICATION WILL BE REQUIRED</p>	<p>Good standard of education including English language & mathematics.</p> <p>Full driving licence</p> <p>HHSRS Inspections Certificate</p>	<p>Relevant Degree, Member of the Chartered Institute of Environmental Health, RICS or CIOH.</p>

EXPERIENCE	<p>Experience of working in a private sector housing environment responding to tenant enquiries, carrying out HHSRS inspections, delivering HMO licencing and DFG services.</p> <p>Inspection of residential properties for disrepair and / or fire precaution issues.</p> <p>Diagnosing property defects and preparing schedules of work to successfully address those defects.</p> <p>Experience of working with vulnerable individuals / households in their homes.</p>	<p>Experience of taking effective formal enforcement action under the Housing Act 2004</p> <p>Attendance at Residential Premises Tribunal regarding formal enforcement matters</p> <p>Experience of working as a Building Surveyor</p>
QUALITIES	<p>A positive approach to customer services issues</p> <p>Work with others as part of a team.</p> <p>Highly motivated, willing to learn & positive approach to problem solving</p>	
SPECIAL CONDITIONS	<p>Attendance at evening meetings may be required.</p> <p>May on occasions be required to climb ladders and work in confined spaces in the course of your duties.</p>	