



## Job Description and Person Specification

### Job details

Job title: Private Sector Housing Officer (Career graded)

Grade: (L1) ~~19-2226-28~~, (L2) ~~23-2529-31~~

Reports to: Private Sector Housing Manager

Responsible for: -

Directorate and Service area: Place & Economy

### Purpose of the job

- To contribute to the delivery of the Council's mandatory and voluntary Private Sector Housing services provided to private landlords, tenants, and owner occupiers on a day-to-day basis.
- To provide informal advice and support to service users and take formal action in accordance with the Council's Enforcement Policy and under the current legislative framework to tackle disrepair and hazards.
- To assist in providing a range of grants and loans to service users living in the private sector, including Disabled Facilities Grants to the elderly and/or disabled.
- To provide wide ranging advice on private sector housing issues and housing options to private tenants and owner occupiers, via home visit, office interview, telephone, letter and Email.

## **Principal responsibilities**

### Private Sector Housing Complaints

- To investigate complaints and provide technical and specialist advice on substandard housing conditions in the private sector.
- To conduct house condition surveys and inspections, make assessments under the Housing Health & Safety Rating System, and prepare schedules of work where necessary.
- To take informal and formal action to remedy instances of disrepair in private sector housing, in accordance with the Council's adopted Enforcement Policy and under the current legislative framework.
- To gather evidence and take any appropriate legal action, including the preparation of case files for prosecution, against landlords who have both failed to comply with legal notices, under the supervision of the Private Sector Housing Manager.

### Disabled Facilities Grants (Mandatory and Discretionary)

- To promote a wide range of housing options to elderly and/or disabled service users who are experiencing mobility problems within their own homes.
- To assist disabled customers living in private sector housing to secure a move to alternative accommodation where appropriate, in conjunction with a range of housing providers and support agencies.
- To assist disabled service users who wish to remain in their own homes, to apply for a Disabled Facilities Grant under the Private Sector Housing Policy, , complete the mandatory means tests to establish eligibility for a grant, and advise the applicant of their entitlement accordingly.
- To liaise with the Adaptations Technical Officers and Occupational Therapists to ensure that suitable adaptations are procured covering Disabled Facilities Grants.
- To obtain the necessary approvals for Disabled Facilities Grant work in accordance with the legislation and adopted procedures.

- To keep the applicant fully informed on progress with their adaptation request, liaising with the team and external contractors where necessary.
- To carry out works in progress and final inspections of adaptations installed with Disabled Facilities Grants, raising any areas of concern with the contractor.
- To ensure that works are completed to the satisfaction of both the service user and North Northants Council, before release of final payments to contractors.
- To ensure that accurate and up to date records are kept in the appropriate files and on computerised systems.

#### Houses in Multiple Occupation (HMOs)

- To investigate unlicensed HMOs and to issue mandatory licences on receipt of a valid HMO application, after inspection.
- To carry out annual inspections of all licensed HMOs across the area in conjunction with the Fire Officer, complete risk assessments and ensure that all licence conditions are adhered to.

#### Private Sector Housing Grants/Loans

- To utilise the North Northamptonshire Council's Private Sector Housing Policy to provide grants and loans as required.
- To liaise with service users who apply for grants/loans, advising them on their eligibility.
- To process applications for grant/loans, prepare costings/schedules of work when needed and to issue approvals.
- To check works in progress and arrange payments on satisfactory completion.

#### Empty Homes

- To carry out desk top investigations and assessments relating to empty homes across the North.
- To take action to bring empty private sector dwellings back into use in accordance with any strategy developed by North Northants Council.

### Miscellaneous

- To carry out inspections and prepare reports with regard to immigration and rehousing requests.
- To ensure that policies and procedures are implemented so that decisions affecting service users are legal, fair and consistent.
- To keep IT systems up to date to ensure accurate monitoring of performance standards with the Private Sector Housing service.
- To liaise with colleagues in Housing Options, Environmental Health, Building Control and Occupational Therapy to obtain joined up solutions to service users' housing problems.
- To contribute to the development of policy and new initiatives by providing feedback on the changing nature of private sector housing needs encountered on a day-to-day basis.
- To ensure that all statutory requirements, standing orders, contract regulations, financial regulations and other relevant requirements are adhered to.
- To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Private Sector Housing Lead.

### **General responsibilities applicable to all jobs**

- Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
- Understand the Council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the Council to be the best corporate parents possible to children and young people in our current and previous care.
- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

### Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	HND Level or equivalent capability	Corporate member of CIH, CIEH, CIOB or RICS
Experience and Knowledge	Minimum 2 years relevant work experience in a customer focused environment	<p>Experience of working in housing within a local authority, housing association or other organisation</p> <p>Experience of working effectively in partnership with a range of stakeholders</p>
Ability and Skills	<p>Spoken English fluency and good written communication skills, including an ability to write clear and concise reports on complex issues.</p> <p>Able to analyse technical and financial information and make sound judgements</p> <p>Able to problem solve and develop appropriate solutions</p> <p>Able to work as part of a multi disciplinary team</p> <p>Able to manage and prioritise own workload</p> <p>IT and keyboard skills, including the ability to use Microsoft Office.</p>	<p>Knowledge of procedures and practices in relation to private sector housing</p> <p>Experience of conducting property surveys under the HHSRS</p> <p>Knowledge of the theory and practice of building construction</p>

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to a car for work or ability to travel throughout the Borough</p> <p>Willing to work outside normal office hours as required</p> <p>This post will be subject to a Disclosure and Barring Service check</p>	