WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Job description and person specification

Housing Enforcement Officer

Private Sector Housing, Housing & Communities Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

West Northamptonshire Council

Purpose and impact:

1. To improve housing conditions in West Northamptonshire's private sector – and effect a positive and sustained step change in the behaviour of landlords and letting agents – through advice, licensing, risk-based interventions and intelligence-led enforcement action. Including the optimum use of civil penalties, rent repayment orders and licensing fees to support West Northamptonshire's intelligence-led approach to housing enforcement and maximise the impact in tackling criminal, rogue and irresponsible landlords.

2. To provide an efficient, high quality advice, information and enforcement service for houses in multiple occupation (HMOs) in order to ensure that all HMOs are well managed, safe and habitable and that all licensable HMOs are licensed.

Accountable to:

1. This role is accountable to the Housing Enforcement Manager, and whilst having no direct line management responsibilities, opportunities exist for the development of management skills through coaching and mentoring colleagues. The role sits within Private Sector Housing Services, part of the Housing and Communities Directorate in West Northamptonshire Council.

Responsibilities:

1. Undertake a range of activities including property inspections, HHSRS assessments, the drafting of schedules of work and the preparation and serving of notices, interviewing people under caution, executing warrants of entry and carrying out works in default and prepare cases for prosecution or the imposition of civil penalties to ensure the maintenance and improvement of standards across the Private Rented sector. Give evidence as necessary in the Tribunal and Courts Service.

2. Work collaboratively with the owners and managers of licensable HMOs to ensure that their properties are licensed, well managed, maintained in a good condition, meet the amenity standards and comply with the HMO Management Regulations.

3. Respond promptly, within agreed timescales, to complaints about serious disrepair and housing-related nuisance in the private sector and, through investigation, evaluate risks and hazards and determine the nature, cause, urgency and remedy of the problems.

4. Develop and maintain close working relations with a wide range of other services and organisations in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems and ensure that, even when an input is required from a number of teams, service delivery is always well co-ordinated and the service user is kept fully informed of developments.

5. Work collaboratively and proactively with colleagues across the Team, and the wider Council ensuring delivery of coordinated services to tackle harassment and unlawful eviction, preventing homelessness, and ensuring that Council managed accommodation is compliant with Housing law.

6. Work proactively with Planning, Revenues & Benefits, Housing Options & Advice, the Anti Social Behaviour Team, Trading Standards, the Police, Immigration, the Northamptonshire Fire & Rescue Service and other services to identify and target those HMOs that should be licenced but are not, and those non-licensable HMOs that need an urgent inspection because it is suspected that they are severely overcrowded, in a very poor state of repair and/or pose a very high risk to the occupants and their visitors.

7. Maintain professional competence and keep abreast of developments in relation to private sector housing enforcement (including the introduction of civil penalties and rent repayment orders) and the relevant legislation through research and reading, attendance of courses and briefings, and the use of established networks.

8. Contribute to the development, implementation and co-ordination of new working practices and initiatives that tackle overcrowding, reduce the number of licensable HMOs operating without a licence and improve private sector housing conditions.

9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent interpersonal skills and the ability to communicate clearly and effectively with a variety of audiences, including Members, Senior Officers, landlords and letting agents, members of the public and the Council's partners	Essential	A, I, P
Excellent negotiating and advocacy skills, and the drive and commitment to achieve positive outcomes for residents and service users	Essential	A, I, P
Ability to work on own initiative, prioritise work and meet tight deadlines	Essential	A, I
Ability to analyse, manage and interpret information and data, and to use it to inform decision making and improve services	Essential	A, I, P
Ability to think and act strategically, using knowledge and experience to suggest and implement improvements to service delivery	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I, P
Demonstrate the effective use of Housing / Regulatory Services IT applications that support the delivery of services, currently the Council use M3 for this purpose	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
In-depth knowledge of the Housing Acts, the Housing Health & Safety Rating System and local authorities' regulatory and enforcement powers in relation to HMOs and private sector housing conditions, and their practical application	Essential	A, I, P
In-depth knowledge of the wider enforcement options available, beyond the Housing Acts, that contribute to the delivery of improvements to the standards of accommodation for tenants	Essential	A, I, P

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a team responsible for the regulation and enforcement of standards in private sector housing, and using risk based inspection programmes, utilising the full range of enforcement options	Essential	A, I
Experience of the production of enforcement cases, including giving evidence in the First Tier Tribunal or Magistrates Court for housing related matters	Essential	A, I
Experience of operating an HMO Licensing Scheme, including processing licences under both Mandatory and Additional Licensing, undertaking property inspections and ensuring compliance with licence conditions and legislation requirements	Essential	A, I

An understanding of equality and diversity	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Qualified Housing Enforcement Officer, with a relevant Degree; or proven relevant Private Sector Housing enforcement experience.	Essential	A, D
Housing Health and Safety Rating Scheme certified competency	Desirable	A, I, P
Full driving licence and access to own transport for work purposes	Essential	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include Enhanced Disclosure and Barring (DBS) Service check

Day-to-day in the role:

Hours:	37 hrs per week	**Primary work base:**	The Guildhall, Northampton
Job family band:	Regulatory and Technical, Pay Band 8	**Worker type:**	Part-flexible
Salary range:	£44,276 - £47,833	**Budget responsibility:**	Nil
People management responsibility:	Nil		

Working conditions & how we work:
The work will involve visiting residential properties across West Northamptonshire for the purposes of undertaking housing inspections, this my include working at height, carrying equipment, and the exposure to housing related hazards

We are open to discussions regarding part time working, or flexible working patterns

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

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When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council