



**North  
Northamptonshire  
Council**

## **Job Description**

### **Private Sector Housing (PSH) Officer**

**Service Area: PSH, Regulatory Services**

**Reports to: PSH Operations Manager / PSH Standards Manager**

**Salary scale: Apprentice level to NCC Band 6**

**Responsible for: N/A**

#### **Purpose of the job**

1. To contribute to the delivery of the Council's mandatory and non-mandatory Private Sector Housing (PSH) services provided to private landlords, tenants and owner-occupiers on a day-to-day basis.
2. To provide informal advice and support to service users, plus take formal action when needed in accordance with the Council's Enforcement Policy and under the current legislative framework to tackle disrepair and hazards.
3. To assist in providing a range of grants and loans to service users living in the private housing sector, including Home Repair Grants.
4. To provide wide ranging advice on PSH issues and housing options to private tenants and owner-occupiers, via home visits, office interview, telephone, letter and email.
5. To support Regulatory Service's aims and objectives and to assist in the achievement of its performance targets to promote the safety and health of residents and the improvements to the environment.
6. To work across North Northants inspecting and investigating suspect and licensable Houses in Multiple Occupation.
7. To attend, as necessary, meetings of the Council and its Committees, and meetings in the community both inside and outside of normal working hours.

#### **Principal responsibilities**

##### PSH Complaints:

1. Investigate complaints and provide technical and specialist advice on substandard housing conditions in the private housing sector.
2. Undertake inspections in private housing using the Housing, Health and Safety Rating System (HHSRS) to identify deficiencies in habitation, causes of disrepair and hazards such as overcrowding. Prepare schedules of work where necessary which set out what is required to bring properties up to statutory and Council standards.

#### Houses in Multiple Occupation (HMOs):

1. Investigate unlicensed HMOs and to issue mandatory licences on receipt of a valid HMO application, after inspection.
2. 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.
3. Undertake inspections of Houses in Multiple Occupation (HMO) using the Housing Health & Safety Rating System (HHSRS) to identify disrepair, means of escape in case of fire and adherence to management standards.
4. Check licence documentation in line with legislative requirements and take action to ensure compliance with legal and best practice requirements in relation to housing standards.
5. Assist with carrying out investigations of unlicensed HMO premises, working with multi agency partners as necessary, including the collation of evidence and undertaking inspections, using all available enforcement tools as and when required to secure compliance.

#### Enforcement:

1. Promote service delivery to best practice levels and provide assistance to other officers within the team on enforcement action.
2. Carry out property inspections of premises to assess compliance with the relevant standards.
3. Lead on enforcement procedures in respect of Houses in Multiple Occupation.
4. Take informal and formal action to remedy instances of disrepair in PSH, in accordance with the Council's adopted Enforcement Policy and under the current legislative framework.
5. Gather evidence and take any appropriate legal action, including the preparation of case files for prosecution or the serving of civil penalties, against landlords who have failed to comply with legal notices, under the supervision of the PSH manager.

#### PSH Grants:

1. Utilise North Northamptonshire Council's (NNC) PSH Policy to provide grants and loans as required.
2. Liaise with service users who apply for grants/loans, advising them on their eligibility.
3. Process applications for grant/loans, prepare costings/schedules of work when needed and to issue approvals.
4. Carry out property inspections to ensure that all grant aided work is carried out in a satisfactory manner and monitor the grant revision procedure. Update progress reports and records in connection with grant work.
5. Arrange payments upon satisfactory completion.
6. Assist with other Private Sector Housing team members, as and when required dependent on service needs, with issues such as energy enquiries and general administration of the wider service.

#### Empty Homes:

1. Carry out desk top investigations and assessments relating to empty homes across the North.
2. Take action to bring empty properties across the North back into use in accordance with any strategy developed by NNC.
3. Assist the manager in relation to the development and implementation of the Council's Empty Property Strategy.
4. Maintain empty property database and update performance data.
5. Contact owners of empty properties and encourage them to bring the property back to use.
6. Develop partnerships to assist the Council in delivering its empty property functions and attending meetings, as necessary.
7. Target long term empty properties and identify ways to bring the property back into use including, advice, grants, leasing and enforcement tools.

#### Miscellaneous:

1. Carry out inspections and prepare reports regarding immigration and rehousing requests.
2. Ensure that policies and procedures are implemented so that decisions affecting service users are legal, fair and consistent.
3. Keep IT systems up to date to ensure accurate monitoring of performance standards with the PSH service.
4. Liaise with colleagues in Housing Options, Environmental Health, Building Control, Planning and Occupational Therapy to obtain joined up solutions to service users' housing problems.
5. Contribute to the development of policies and procedures by providing feedback on the changing nature of PSH needs encountered on a day-to-day basis.
6. Undertake any other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the PSH manager.
7. Monitor and review the service and the way in which it is delivered to ensure the service achieves the Council's aims and objectives and to meet the needs of local communities. This will include monitoring performance indicators to ensure that services provided meet approved targets.
8. Contribute to the preparation of the service plan and other corporate policies and plans.
9. Organise promotional events and literature ensuring it is relevant to the audience and up to date.
10. Assist with other PSH issues such as overcrowding, unlawful evictions and energy enquiries.
11. Assist in the training and development of departmental staff from time to time.
12. Work within the core values set by the Council.

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13. Assist in the development and implementation of software packages within the department.

**General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. 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).
3. Undertake learning and development as agreed in probationary reviews, personal development reviews or any such framework in order to meet corporate, service and individual targets. The post-holder must be prepared to gain, additional relevant technical qualifications as the demands of the service may require and will be expected to have a professional approach to the furtherance of his/her knowledge in all areas of the Council's work and to promote personal and professional development.
4. Act as a service representative on relevant working groups, as directed by the PSH manager.
5. Ensure that feedback from customers is relayed to a PSH manager.
6. Ensure that the website and intranet are kept up to date by providing information to content editors.
7. Ensure that newsworthy events and achievements within the postholder's remit are brought to the attention of the manager.
8. The post holder must be willing to travel, must hold a valid, current UK driving licence and provide their own car.
9. This job description is not intended to be inclusive nor exhaustive. The Council reserves the right to vary the duties within the responsibility of the grade of the post and the post-holder's qualifications and experience in the light of changed circumstances. The post-holder will be required to adapt him/herself to changing situations and be prepared to keep abreast of all new developments affecting his/her duties.



**Person Specification**

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	<p>Educated to degree or diploma level in a housing related subject.</p> <p>Minimum of 5 GCSE's including Maths and English (grade C or above)</p> <p>HHSRS Qualification</p>	<p>Post-graduate qualification in a Housing related discipline or completion of an in-house approved apprenticeship.</p> <p>Corporate membership of the CIEH, CIH or other relevant professional body</p> <p>Enforcement training certificate</p> <p>HMO/Fire safety training certificate</p>
Experience and Knowledge	<p>Minimum 2 years' experience of working in housing within a local authority, housing association or other organisation</p> <p>Extensive knowledge and understanding of PSH services</p> <p>Experience of working effectively in partnership with a range of stakeholders</p> <p>Demonstrable record of successful partnership working</p>	
Ability and Skills	<p>Able to analyse technical and financial information and make sound judgements</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Able to problem solve and develop appropriate solutions.</p> <p>Able to work as part of a multi-disciplinary team and manage/prioritise own workload.</p> <p>Ability to work to tight deadlines and be flexible in work approaches.</p> <p>Demonstrate excellent communication skills level of written and oral communication and IT user skill.</p> <p>Ability to develop and maintain good working relationships with a wide range of customers, stakeholders, and partners.</p> <p>Ability and willingness to travel around the county, including at short notice.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional factors	<p>Demonstrate an understanding of the safe working practices that apply to this role.</p> <p>Full driving licence and access to a car for work or ability to travel throughout NNC.</p> <p>Willing to work outside normal office hours as required.</p>	