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| **Profile Title:** |  Housing and Environment Officer | bmbccolb |
| **Reports to:** | Community Safety Team Leader |
| **Employee Management:** | None | **Grade:** | 07 | **Profile Ref:** | 78490 |
| **Purpose of the Post** |
| To ensure compliance with the legislation and statutory obligations of the Council dealing with poor housing and environmental conditions in the Private Rented Sector, ensuring effective regulation with a balanced proactive and reactive approach through the discharging of informal, formal and legal actions. To support the delivery of regeneration projects in targeted areas by providing a visible customer focused service.  |
| **Responsibilities** |
| * Provide advice, guidance and support in accordance with approved Council policies, procedures and statutory responsibilities pertaining to private sector housing and the environment.
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| * To pro-actively engage and liaise with internal and external stakeholders including tenants, landlords, members of the public and partners.
 |
| * Respond to requests for service, investigate complaints and provide advice on sub-standard housing conditions in the private rented sector.
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| * Carry out housing inspections and resolve issues as necessary, or liaise with the appropriate colleagues regarding resolving issues.
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| * To undertake Housing Health and Safety System housing inspections and to propose and action the necessary improvement works. To include the production of inspection reports, action records, legal documents etc.
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| * Contribute to the development and delivery of a highly visible proactive approach to raising standards of poor quality private sector housing across the Borough.
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| * Assist in the planning, preparation and execution of targeted initiatives as directed including promotional campaigns.
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| * To identify vulnerable households and work with appropriate support providers to deliver support packages.
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| * Maintain an up-to-date and accurate manual and electronic data records as necessary to ensure high standards of case recording and effective case management.
 |
| * Liaise and collaborate with internal and external stakeholders including managers, employees and members of the public to ensure joined up solutions to meet the needs of customers.
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| * Champion the Councils Landlord Accreditation scheme to landlords and tenants in the private sector.
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| * Maintain awareness and work to the policies and procedures which impact on how the service is delivered.
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| * Assist in the continuous review, performance management and evaluation of service provision to ensure it is fit for purpose, drives continuous improvement and is effectively using available resources.
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| **Education and Training** | **Measure** | **Rank** |
| * Relevant Level 5 qualification.
 | A/C | E |
| **Relevant Experience** | **Measure** | **Rank** |
| * Experience in private sector housing enforcement and/or environmental health work.
 | A/I | E |
| * Experience of conducting property surveys under the Housing Health & Safety Rating System.
 | A/I | E |
| * Experience of providing advice and guidance in relation to the management and regulation of private sector housing to a variety of internal and external stakeholders.
 | A/I | E |
| * Experience of working to and meeting strict deadlines.
 | A/I | E |
| * Experience of working with sensitive and highly confidential information.
 | A/I | E |
| * Significant experience of working in a customer focussed environment with sensitive cases to satisfactorily resolve complaints at the earliest tier of intervention in a timely and proficient manner.
 | A/I | E |
| * Experience of working partnership to achieve the best outcomes for individuals, families and communities.
 | A/I | E |
| **General and Special Knowledge** | **Measure** | **Rank** |
| * Extensive knowledge of environment and housing legislation and detailed technical knowledge for the effective application of such legislation.
 | A/I | E |
| * Knowledge and understanding of the broader Housing agenda and its impact on society.
 | A/I | E |
| * Sound knowledge of procedures and operational practices pertaining to private sector housing management and regulation.
 | A/I | E |
| * Working knowledge of Microsoft applications and case management systems.
 | A/I | E |
| * Knowledge of partnership working practices and principles.
 | A/I | E |
| **Skills and Abilities** | **Measure** | **Rank** |
| * Good communication, negotiation and interpersonal skills with the ability to communicate clearly and effectively in both written and verbal formats with a variety of internal and external stakeholders.
 | A/I | E |
| * Proven negotiation, problem solving and conflict management skills.
 | A/I | E |
| * Well-developed ability to manage a challenging workloads under pressure and to deadlines, using own initiative and demonstrating skills in work prioritisation, organisation and time management.
 | A/I | E |
| * Ability to inspect residential properties and dwellings and formulate appropriate courses of action in accordance with the Housing Act and other relevant legislation.
 | A/I | E |
| * Ability to work as part of a team and in partnership with others to deliver common goals.
 | A/I | E |
| * Ability to handle and process manual and computerised information in an efficient and accurate manner.
 | A/I | E |
| **Additional Requirements** | **Measure** | **Rank** |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.
 | A/I | E |
| * Willing to undertake training and continuous professional development in connection with the post.
 | A/I | E |
| * Work in accordance with the council's vision, priorities, values and behaviours.
 | I | E |
| * Able to undertake any travel in connection with the post.
 | A/I | E |