



ROLE PROFILE FOR ENVIRONMENTAL HEALTH OFFICER/HOUSING STANDARDS OFFICER

Role Title: Environmental Health Officer/Housing Standards Officer

Service: Environmental Health & Licensing - Housing Standards Team

Location: Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Reporting To: Housing Standards Team Leader

Role Purpose

- To work with the Housing Standards Team Leader in the delivery of the Council's statutory environmental health functions, in relation to housing standards/residential public health, Houses in Multiple Occupation (HMOs) and Caravan Site licensing, and Public Health Burials, private drainage and residential private water supplies.
- To contribute to the Council Strategy Aims to Protect our Environment; Promote Healthier and More Inclusive Communities; Support a Strong Economy and Create More Homes; Campaign for Residents; Deliver Effective Services with Sustainable Finances.

Main Duties and Accountabilities

Knowledge and Expertise

To provide the following by having a detailed knowledge of the Housing Act 2004, Renters' Rights Act 2025 and supporting Regulations and guidance, including relevant case law, other housing legislation and a good working knowledge of relevant landlord and tenant law (private and social housing sectors):



- Investigate complaints received about poor housing conditions and inspect residential properties, including HMOs.
- Use the Housing Health and Safety Rating System (HHSRS) to identify building deficiencies giving rise to hazards and assess the likelihood of causing harm.
- To carry out programmed HMO licensing and inspections and ensure continued compliance throughout the licence period.
- Carry out observations, surveys and detailed assessments of homes. Produce detailed technical reports and maintain appropriate records, including any follow up action or intervention.
- Identify and take the most appropriate informal or formal action in all housing related issues and remove or reduce identified deficiencies in accordance with the Council's Enforcement Policy.
- Initiate works in default, supervise remedial work, determine payments to contractors.
- Maintain accurate, up to date written/electronic records of work activity and to draft letters/emails, legal notices and witness statements in connection with enforcement action. Give evidence in court and the Residential Property Tribunal.
- Maintain accurate up to date written/ electronic records on all work undertaken to ensure efficient workload management, customer service response and to facilitate effective performance management.
- Liaise with other services within the Council and relevant external bodies to provide professional advice.
- Support the Home Improvement Agency in investigating technical complaints about the quality of works where appropriate.
- If required, assist in the delivery of other Environmental Health services as directed by the Environmental Health and Licensing Manager.

Creativity and Innovation

- Take a creative and innovative approach to problem solving and service improvement.



Financial Accountability

- Ensure the Council's resources are efficiently deployed. (No financial controls specifically allocated to the post.)

Impact upon the Organisation & the Community

- Develop and sustain effective working relationships with Team members, Council colleagues and customers, contractors and external agencies to ensure a consistent and joined up approach to environmental enforcement that aims to protect health and the environment and deliver the Council Strategy aims.
- Safe, decent housing directly improves residents' health, comfort, and wellbeing, particularly for the Borough's most vulnerable. Raising housing standards reduces NHS costs linked to poor housing conditions, while providing well-maintained rented homes supports both tenants and those reliant on housing benefits. Improving external home conditions uplifts the wider community environment.

Management & Supervisory Responsibilities

- None.

Initiative & Independent Action

- Work without direct supervision and to use own initiative in prioritising workload and identifying the most efficient and productive work programme and most appropriate course of action.

General

- Support the Housing Standards Team Leader in delivering service improvement.



- To liaise with the Contact Centre and the Web team to ensure that all information provided to the public on the Team's work is accurate, up to date and relevant.
- Work outside normal working hours as necessary to ensure effective service delivery.
- Pursue a programme of personal development as agreed with the Housing Standards Team Leader.
- Such other duties as may, from time to time, be allocated contributing to the efficient and effective running of the service/Council. This may include assisting the Commercial, Environmental Protection and Licensing Teams.

Continuous Professional Development

- Maintain up to date knowledge and competency in the role.
- Meet the CPD requirements to maintain membership of the Chartered Institute of Environmental Health where relevant.

Customers and Contact

Important Internal Relationships

- Environmental Health and Licensing Service, elected Members and staff from across the Council at all levels.

Important External Relationships

- Residents, Fire and Rescue Service, Police, Medical Practitioners, Social Services, Registered Social Landlords, Private Landlords Housing Associations, Contractors, Charitable Organisations, other housing authorities, statutory and voluntary agencies working with shared customers and responsibilities and any other stakeholder as appropriate.



Additional Requirements

- To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.
- To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.
- Ability to work from home if required, with access to reliable fast broadband connectivity.
- No contra-indications in personal background or criminal record indicating unsuitability in this role.
- Legally entitled to work in the UK.
- Ability to participate in the Council's out of hours Civil Emergency arrangements.
- Carries out any other duties commensurate with the grade of this post as is required of the Council.

EHO/Housing Standards Officer

Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview
Degree/Diploma or other equivalent qualification in Environmental Health/housing/building surveying related subject	E	A
EHRB/CIEH Registered or working towards registration	D	A/I
Competence in applying the Housing Health and Safety Rating System	D	A/I



Knowledge and Experience

Criteria	Essential Desirable	or	Application, Interview
To have knowledge and experience of local authority Statutory Environmental Health Housing and Public Health duties.	E		A/I
Experience in HMO Licensing and enforcement.	E		A/I
Competent to carry out appropriate investigations/ inspections/surveys, and the management of project work.	E		A/I
Able to maintain accurate and up to date written/electronic records of work activity and to draft letters/emails, legal notices and witness statements in connection with enforcement action.	E		A/I
Able to maintain accurate records to ensure efficient workload management, customer service response and to facilitate effective performance management.	E		A/I
Experience of gathering evidence to make an informed decision on the taking of proportionate enforcement action i.e. service of notices, undertaking PACE interviews, obtaining warrants and seizing equipment and giving evidence in Court and Tribunals.	E		A



Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview
Ability to communicate difficult and complex messages effectively at all levels, demonstrating effective negotiation skills and the ability to handle hostility in a calm positive and professional manner	E	I
Ability to liaise with other services within the Council and relevant external bodies to provide professional advice and represent the Council.	E	I
Demonstrates an awareness of Diversity and Equality issues and ability to work in a non-discriminatory way.	E	I

Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview
Ability to develop practical solutions to a wide variety of complex problems.	Essential	I
Ability to identify ongoing service improvement.	Essential	I

Financial Accountability



Criteria	Essential or Desirable	Application, Interview
Ensure Council resources relating to job role are efficiently deployed. (No financial controls specifically allocated to the post.)	Essential	I

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview
Demonstrate a professional and committed approach to achieving good customer outcomes with regard to public health.	E	I

Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview
N/A		

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview
Ability to work independently, in line with statutory guidelines with minimal management direction.	E	A/I
Ability to set priorities and manage the progress of work and competing demands.	E	A/I



To meet deadlines and agreed performance standards.		
Ability to interpret legislation and statutory guidance and apply practically to seek solutions.	E	A/I

Additional Requirements

Criteria	Essential or Desirable	Application, Interview
To be flexible regarding, work undertaken, hours worked (including out of hours) and place of work to meet service priorities.	Essential	
Full Driving Licence and immediate access to own vehicle.	Essential	
This post is politically restricted under Section 2 of the Local Government and Housing Act 1989	Essential	

DBS Requirements

- Basic Check

