
Recruitment information

Job description and person specification

Your title	Housing Standards Manager
DBS check	This post requires a basic disclosure.
Post number	CS105
Your team	Housing Services
You would be based	Elmbridge Civic Centre, High Street, Esher, KT10 9SD
Your line manager	Head of Housing Services



Elmbridge
Borough Council

About the role

You will be managing a small team of staff focussed on ensuring that the council delivers on its legal responsibilities around housing standards (across all tenures) within the borough, and thereby promote the health, safety and well-being of our residents. Working collaboratively with a range of stakeholders, you will lead on the development and implementation of policies and practices to achieve these goals, using a mix of information, advice, financial assistance and enforcement, as appropriate. You will also lead on our work around empty homes and home energy efficiency. You will ensure that our service evolves to manage the additional responsibilities placed on it, including the Renters Rights Act 2025.

The main purpose of the role:

- To lead, manage, develop and deliver the Housing Standards Service within the borough, improving standards and ensuring compliance through regulation, advice, assistance and enforcement across a range of tenures. The role ensures that statutory standards are met.
- To ensure the council is effectively using its powers and duties to minimise the number of empty homes in the Borough, particularly long-term empty homes.
- To lead and manage the Housing Standards Team to deliver a high-quality service, providing coaching supervision and professional development opportunities to staff.
- To participate in the wider leadership and management of the Housing Services Team

Specific duties and responsibilities

1. To lead and manage the Housing Standards Team to deliver high-quality services through:
 - Allocation of workloads, monitoring performance and quality assuring casework.
 - Providing coaching, supervision and professional development to the team.
2. To be responsible for the development and operation of the council's Housing Enforcement policy.
3. To be jointly responsible for development and operation of Housing Financial Assistance Policy with the Care & Repair Elmbridge Team Manager, with the post-holder having budgetary responsibility in relation to financial assistance provided outside of the Better Care Fund.
4. To review and revise policies and procedures in conjunction with the Head of Housing, Council Management Board and Members.

5. To ensure adequate handling of requests and complaints about poor housing conditions, response which includes:
 - Overseeing HHSRS inspections and ensuring appropriate action for Category 1 and 2 hazards.
 - Completing inspection reports and schedules of work and assessments of best courses of action in line with legislation, guidance and council's policies
 - Managing enforcement activity including improvement notices, prohibition orders, civil penalties, rent repayment orders, and prosecutions.
 - To liaise with the council's Legal Service with regards to the taking of formal enforcement action, including representation the authority at tribunals or court where required.
 - Ensuring licensing compliance for HMOs and other licensable properties.
6. To oversee administration the council's scheme of Financial Assistance including:
 - The handling of enquiries and requests from potential applicants and their families, advocates or professionals about the availability of financial assistance and the processes involved.
 - Responding to applications for assistance and undertaking initial assessments including means testing and undertaking of property inspections for the purposes of assessing works required, eligibility etc
 - Completing schedules of work where appropriate and confirming grant decisions and securing best value in selection of contractor to undertake grant work and issuing & monitoring staged payments.
7. To oversee administration of Caravan Site Licensing for the Borough including the development and review of policy, the handling of enquiries and requests for licences, undertake inspections, issuing licences and monitoring of site licence conditions.
8. To manage and oversee the use and administration of the ICT systems used within the Housing Standards Team, including the project management of system upgrades and ensuring that the service and staff are making best use of the available technology.
9. To lead on the development, review and implementation of the Council's Empty Homes Strategy, working in collaboration with a range of stakeholders, with the objectives of making best use of the stock and reducing the number of long-term empty homes in the borough.
10. To monitor service performance and report outcomes to senior management.
11. To ensure accurate record keeping and sound data management
12. To ensure safe working practices including lone working, through the use of risk assessments and the adoption and use of appropriate measures to manage and control risk
13. To work collaboratively with internal teams and external agencies, to safeguard residents

14. To engage constructively with landlords, agents, householders and tenant to promote compliance
15. To respond to FOI requests, MP and Councillor enquiries regarding matters relevant to the work of the Housing Standards Team, to be responsible for leading on responding to complaints about the service under stage one of the council's complaints procedure and assisting with responses under stage two of the same or enquiries made by the Local Government Ombudsman and Social Care Ombudsman.
16. To lead on the promotion of home energy conservation and meeting the council's obligations under the Home Energy Conservation Act, Minimum Energy Efficiency Standards regulations for residential properties and other legislation relating to energy performance, fuel poverty and carbon reduction.
17. To ensure, subject to any necessary approvals, that the council's services adapt to reflect changes in the law – such as the Renters Rights Act 2025 and the Supported Housing Regulatory Oversight Act 2023.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in

the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Housing Standards Manager
Team: Housing Services
Salary: PO50-54 (£64,192 - £69,299)

Hours: 36 hours
Car allowance: Core User (C2)

Post no: CS105

Qualifications and education

No.	Key requirements	Desirable/ Essential	To be tested by: Application (A) Test (T) Interview (I)
1.	Environmental Health degree or equivalent, with certificate of registration from CIEH, or equivalent	E	A
2.	Corporate member of CIEH or similar professional body	D	A

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application ¹ (A) Test (T) Interview (I)
3.	Significant experience of working in a local authority	E	A, I
4.	Significant experience of using the Housing Health & Safety Rating System (HHSRS)	E	A, T, I
5.	Experience in managing the provision of grants and other support through a Housing Financial Assistance Policy	D	A, I
6.	Experience of inspecting dwellings to identify hazards, defects and in developing schedules of work	E	A, I
7.	Experience of operating a HMO mandatory licensing scheme	E	A
8.	Experience of managing and using relevant software systems to effectively manage caseloads, monitor outcomes and produce reports on activity and performance	E	A, I
9.	Experience of line-managing staff – covering recruitment, selection, supervision and performance management	E	A, I
10	Experience of writing and embedding policies, procedures and strategies	E	A, I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
11.	Detailed knowledge of relevant environmental health and housing legislation and associated guidance	E	A, T, I
12.	Ability to undertake property inspections, produce plans, specifications and schedules of works	E	A, I
13.	Ability to accurately interpret, record and distribute information	E	A, I
14.	Excellent organisation and time management skills	E	A, I
15.	Ability to lead, motivate and support a team	E	A, I
16.	Clear understanding and ability of how to manage and monitor performance of the service and individual officers	E	A, I
17.	Excellent communication skills	E	A, I
18.	Experience of managing and monitoring budgets	D	A, I
19.	Skilled in use of ICT – particularly Microsoft applications.		

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
19.	Hold a full UK driving licence and have access to a suitable vehicle	E	A
20.	To pass a basic criminal records check	E	A