
Recruitment information

Job description and person specification

Your title	Senior Housing Standards Officer
Post number	TBC
Your team	Housing Services
You would be based	Civic Centre, Esher
Your line manager	Private Sector Housing Manager



Elmbridge
Borough Council
... bridging the communities ...

About the role

The main purpose of this role is to ensure that the condition and management of housing across all tenures in the borough meets and preferably exceeds the legal requirements, thereby promoting the health and well-being of our residents. You will do this through the provision of appropriate information, advice, guidance, assistance and in some cases, the use of enforcement powers. You will also work on the delivery of the council's objectives around empty homes and domestic energy efficiency.

Reporting to the Housing Standards Manager, you will be able to make appropriate decisions that resolve problems identified by exploring and considering a range of options and solutions in line with the council's Housing Enforcement Policy and procedures.

You will also be expected to lead on complex cases and prepare documentation for Court action when necessary. You will be responsible for the supervision and delegation of work to the Housing Standards Officer.

The main purpose of the role:

1. To improve the quality, safety, energy efficiency and choice of residential accommodation in Elmbridge.
 2. To supervise the work of the Housing Standards Officer(s), under the general direction of the Housing Standards Manager.
 3. To provide an excellent service to owners, occupiers and tenants in all tenures through action by a range of intervention strategies, including enforcement, education and advice.
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Specific duties and responsibilities

1. To work towards agreed objectives using own initiative to develop, prioritise and review activities by establishing work programmes and targets, ensuring desirable work outcomes are achieved within agreed time frames.
2. To provide suitable casework supervision to, the Housing Standards Officer(s).
3. To deal with requests and complaints from members of the public about poor housing conditions, investigate and take appropriate action, including:
 - (i) Undertaking property inspections
 - (ii) Identifying defects and hazards using the Housing Health and Safety Rating System
 - (iii) Identifying statutory nuisances
 - (iv) Identifying statutory overcrowding
 - (iv) Completing inspection reports and schedules of work

- (v) Assessing best course of action to ensure compliance with legislation and council's Enforcement Policy.
 - (vi) Where appropriate taking enforcement action including writing letters, undertaking interviews under caution and service of statutory notices through to prosecution proceedings and the undertaking of works in default.
 - (vii) Attending court or Residential Property Tribunal and giving evidence as necessary.
 - (viii) Liaise and negotiate with appropriate people and bodies e.g. fire officers, planners, solicitors, landlords, tenants
4. To identify empty homes and bringing them back into use through:
- (i) Provide guidance and oversight for complex cases while allowing the Property Standards and Empty Homes Officer to act as the operational lead for empty homes projects.
 - (ii) Dealing with complex complaints and enquiries concerning empty properties and where necessary, undertake detailed inspections and take appropriate enforcement actions.
 - (iii) Prepare recommendations in line with council policies, and refer to other sections /organisations as appropriate.
 - (iv) Liaison with colleagues in the council's Finance and Customer Operations teams as regards the status and updating of the council's list of long-term empty properties
 - (v) Organising awareness of the empty property issues and any initiatives through appropriate promotional materials, publicity and education.
5. To promote and monitor minimum standards in Houses in Multiple Occupation and administer the Council's HMO Licensing Scheme including:
- (i) Identification and maintenance of HMO database
 - (ii) Proactive inspection and regular monitoring of HMO dwellings
 - (iii) Dealing with enquiries and applications for HMO licences
 - (iv) Assessing applications for HMO licences, issuing licences and monitoring compliance with licence conditions
 - (v) Taking enforcement action in relation to non-compliance with licence conditions, not having a licence or otherwise not complying with statutory HMO requirements.
6. To administer Caravan Site Licensing for the Borough including:
- (i) Deal with enquiries and requests for Caravan site licences
 - (ii) Process applications for licences and undertake inspections
 - (iii) Monitoring site licence conditions and take enforcement action in relation to non-compliance with licence conditions, not having a licence
7. To assist the Council's Housing Solutions Team by undertaking property inspections for the purposes of identifying statutory overcrowding and disrepair in relation to applicants on the Housing Register and the council's rental support scheme, including providing written inspection reports and dealing with reported breaches of the Renters Rights Act.
8. To lead in the promotion of home energy conservation and meeting the council's obligations under the Home Energy Conservation Act.

9. To assist in the management and administration of the Private Sector Housing IT system including the inputting of records, updating of records and producing regular reports for personal casework monitoring and monitoring and measuring team performance. Assist with the security, set up and implementation of system upgrades.
 10. Take an active role in promoting all of the Council's policies and strategies for private sector housing and to assist in the development and review of policies, procedures and strategies related to private sector housing as required by legislative change, new initiatives and the ongoing need to strive for service improvements.
 11. Keep up to date with current legislation, regulations, guidance and technical developments
 12. Represent the council at meetings with internal and external partners.
 13. Maintain a working knowledge of the law governing the Council's duties and responsibilities to residents in the private housing sector.
 14. Develop sound working relationships with other agencies both inside and outside the Council to facilitate the Section's work.
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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 time 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 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

Senior Housing Standards Officer
Housing Services
Salary: PO38-PO41 (£49,775 - £53,461)

Post no: TBC
Hours: 36
Car allowance: C1 / C2

Qualifications and Education

No	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
1.	Professional qualification in Environmental Health (e.g. degree or diploma), with certificate of registration from CIEH , or equivalent.	E	A/I
2.	Hold certificate of competence in the Housing Health and Safety Rating System	E	A/I
3.	Membership of CIEH.	D	A

Experience

No	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
4.	Experience of using environmental health housing legislation tools to resolve poor housing standards and deal with empty homes.	E	A/T/ I
5.	Experience of working within an Environmental Health Residential sector or working within an organisation dealing with Housing Standards and HMO Licensing related matters.	E	A/I
6.	Experience of surveying dwellings for defects and adaptations.	E	A/I
7.	Experience of preparing documents for presentation at Court.	E	A/I
8.	Experience of dealing with other professions, including solicitors, building contractors and landlords etc.	E	A/I
9.	Experience in dealing with members of the	E	A/I/T

10.	public delivering excellent customer service. Previous experience of supervising and supporting others less experienced members of staff in delivering results.	D	A/I/T
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Knowledge, skills and abilities

No	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
11.	Knowledge of relevant Environmental Health and Housing legislation, guidance and circulars.	E	A/T/I
12.	Sound working knowledge of housing construction techniques.	E	A/T
13.	Able to undertake house inspections and produce plans, specifications and schedules of defects/works.	E	A/T
14.	Knowledge of applying HHSRS under the Housing Act 2004 and inspecting HMOs.	E	A/I/
15.	Knowledge of applying the Mobile Homes Act 2013 (and associated legislation)	E	A/I/T
16.	Capable of working with minimum supervision but with direction from the line manager when necessary.	E	A/I
17.	Skilled in use of ICT – particularly Microsoft applications	E	A/I/T
18.	Excellent communication skills	E	A/I/T
19.	Demonstrable ability to work collaboratively to develop and implement improved ways of working, updating and embedding procedures in response to new responsibilities (such as the Renters Rights Act)	E	A/I/

Special Requirements

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