
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	Housing Standards 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 of cases held by 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.

Specific duties and responsibilities

1. To manage and prioritise a varied workload, using initiative to deliver agreed objectives, performance targets and service outcomes within prescribed timescales.
2. To provide day-to-day supervision, guidance and support to Housing Standards Officers, ensuring the effective delivery of housing enforcement and regulatory functions.
3. To investigate complaints and enquiries relating to private sector housing conditions, including undertaking property inspections, assessing hazards and statutory breaches, and determining appropriate interventions to secure compliance.

4. To take enforcement action where necessary under relevant housing legislation, including preparing formal notices, conducting interviews, undertaking prosecutions, attending court or tribunal proceedings, and overseeing works in default.
5. To develop and maintain effective working relationships with residents, landlords, managing agents, partner organisations and internal stakeholders to support service delivery and achieve positive housing outcomes.
6. To identify and bring empty homes back into use by investigating complaints, undertaking inspections, coordinating with council departments, and supporting initiatives aimed at reducing long-term vacant properties.
7. To administer and enforce the Council's Houses in Multiple Occupation (HMO) licensing scheme, including processing applications, carrying out inspections, monitoring compliance and taking appropriate enforcement action.
8. To administer and enforce Caravan Site Licensing within the Borough, including processing applications, undertaking inspections and ensuring compliance with licence conditions and statutory requirements.
9. To support the Council's wider housing functions by undertaking inspections relating to overcrowding, disrepair, homelessness prevention, energy efficiency initiatives and other private sector housing responsibilities.
10. To maintain accurate records and performance information, contribute to the development of policies, procedures and service improvements, oversee the effective use of IT systems, and ensure knowledge remains up to date with relevant legislation, guidance and best practice.

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 their 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 program that includes regular one-to-ones, mid-year reviews, end-of-year performance reviews and a strong and varied learning and development program.

You will be expected to get involved in this talent program 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 (accredited by the CIEH) in Environmental Health (e.g. degree or diploma), 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 applying housing and environmental health legislation to investigate poor housing conditions, secure compliance, and bring empty properties back into beneficial use.	E	A/T/ I
5.	Experience of working in a private sector housing, environmental health, or related regulatory environment, with responsibility for housing standards, HMO licensing, and enforcement activities.	E	A/I
6.	Experience of surveying dwellings for defects and adaptations.	D	A/I
7.	Experience of preparing documents for presentation at Court.	E	A/I
8.	Experience of liaising and negotiating effectively with a range of stakeholders, including solicitors, landlords, managing agents, building contractors, and other professional bodies.	E	A/I

9.	Experience of dealing with members of the public in a professional and empathetic manner, delivering a high standard of customer service and managing complex or sensitive enquiries.	E	A/I/T
10.	Experience of supervising, mentoring and supporting less experienced staff, providing guidance and oversight to ensure the successful delivery of team objectives and service outcomes.	D	A/I/T

Knowledge, skills and abilities

No	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
11.	Knowledge of relevant housing and environmental health legislation, guidance and best practice.	E	A/T/I
12.	Good understanding of residential property construction and common building defects.	D	A/T
13.	Knowledge and experience of applying the Housing Health and Safety Rating System (HHSRS) and inspecting Houses in Multiple Occupation (HMOs).	E	A/T
14.	Ability to carry out property inspections using HHSRS and prepare clear reports, schedules of defects and recommended works.	E	A/I/
15.	Knowledge of applying the Mobile Homes Act 2013 (and associated legislation)	D	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	D	A/I/

	in response to new responsibilities (such as the Renters Rights Act)		
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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