Recruitment information

Job description and person specification

Your title	**Housing Standards Officer**
Post number	**PRN000515**
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 home energy efficiency.

You will work under the supervision of the Senior Housing Standards Officer to investigate and resolve complaints of poor housing conditions and undertake inspections of caravan sites and take appropriate enforcement action to ensure compliance with relevant legal and regulatory requirements.

You will also be responsible for the day-to-day administration of the Housing Standards Team's digital records systems.

The main purpose of the role:

1. To improve the quality, safety and choice of residential accommodation in Elmbridge and meeting the Council's responsibilities under the Housing Acts and other legislation.

2. To ensure best use of the housing stock by minimising the number of empty properties.

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

Under the guidance, direction and general supervision of the Senior Housing Standards Officer and / or the Housing Standards Manager:

1. To carry out proactive and programmed inspections of residential properties

2. Investigate complaints regarding housing disrepair, in line with council policies and procedures, using the Housing Health & Safety Rating System (HHSRS). Where necessary and appropriate, to initiate and prepare recommendations for enforcement action in line with council policies and procedures.

3. Inspection, licensing and enforcement of houses of multiple occupation in line with council policies and procedures under supervision by the Senior Housing Standards Officer.

4. Inspection, licensing and enforcement mobile home/ caravan sites in line with council policies and procedures.

5. To lead on the promotion, identifying and monitoring of empty homes and bringing them back into use. Organising awareness of the empty property issues and any initiatives through appropriate promotional materials, publicity and education and proactively approaching the owners of empty properties and advising them on their options.

6. To use the council's powers under the Renters Rights Act, to support the provision of well managed and maintained rented housing within the borough, working collaboratively with tenants, landlords, managing agents and colleagues across the council

7. Undertake general environmental protection complaint work under the Environmental Protection Act 1990 where relating to statutory nuisances.

8. To advise residents, owners and landlords on matters of disrepair, housing standards and, in general terms, on the procurement and funding of building works.

9. Where statutory notices have been served, monitor compliance and take appropriate action in the event of failure to comply

10. To provide all necessary information and evidence to facilitate legal proceedings and appear as a witness for the Council in legal proceedings, tribunals and enquiries, as directed.

11. Maintain records and reports and provide such statistical information as may be required in relation to the duties attached to the post

12. Represent the council at meetings with internal and external partners.

13. Keep up to date with current legislation, regulations, guidance and technical developments.

14. Promote good working relationships with partners such as Surrey Fire and Rescue Service, Care & Repair Elmbridge (home improvement agency), Surrey County Council, other local authorities and internal departments.

15. The post holder is required to be flexible and provide cover and support to other Officers in the Service, as necessary.

16. To review and arrange updates to the council's website and other communications in relation to the work and responsibilities of the Housing Standards team.

17. To undertake, where appropriate, visits and checks to properties hosting or due to host Ukrainian households through the Homes for Ukraine scheme and undertake and post occupation visits, where required.

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

Housing Standards Officer **Post No: PRN000515**

Housing Services **Hours: 36**

Salary: S6 – SO1 (scp 26-31) £37,223 - £42,551

Car allowance: C3 – (Casual User/Frequent)

Qualifications and education

No	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Good standard of general education with examinations passed in English Language and Mathematics	E	A I
2	Educated to HND/HNC level in Environmental Health, Housing or a Construction related subject.	E	A I
3	Be able to demonstrate professional experience demonstrating development through involvement in a series of progressively demanding roles related to relevant fields of work.	E	A I
4	Hold certificate of competence in the Housing Health and Safety Rating System	E	A

Experience

No	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
5	Experience of working as a Private Sector Housing Officer, Technical Officer in an Environmental Health Residential Team or working within an organization dealing with Housing Standards and HMO Licensing related matters.	E	A I
6	Experience of surveying dwellings for defects and disrepair.	E	A T I

7	Experience of undertaking responsive and programmed inspections of residential premises	E	A I
8	Experience of drafting statutory notices and enforcement papers in relation to housing conditions and failure to comply with notices or licensing conditions	D	A T I
9	Experience of identifying empty properties and the range of powers and practices aimed at bringing them back into use	D	A T I

Knowledge, skills and abilities

No	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
10	Knowledge of relevant Environmental Health and Housing legislation.	E	A I
11	Sound working knowledge of housing construction techniques.	E	A I
12	Able to undertake house inspections and produce simple layout plans, specifications and schedules of defects/works.	E	A I
13	Knowledge of applying HHSRS under the Housing Act 2004 and inspection of HMOs.	E	A T I
14	Ability to accurately interpret, implement, record and distribute information.	E	A I
15	Computer Literate with experience of Microsoft packages, databases and electronic document management systems	E	A I
16	Capable of working with minimum supervision but with direction from the line manager when necessary.	E	A I
17	Be capable of carrying out site visits and inspections of property and land	E	A/I
18	Pleasant and confident manner with good verbal and written communication skills.	E	A/I

Special requirements

No	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
19	Hold a full UK driving license and have access to a suitable vehicle	E	A I
20	To pass a basic criminal records check	E	A I