

## JOB DESCRIPTION

### Housing Standards Officer

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<b>Service area:</b>	<b>Environmental Health</b>
<b>Reports to:</b>	<b>Head of Environmental Health</b> <b>Principal Officer (Housing &amp; Licensing)</b>
<b>Responsible for:</b>	<b>None.</b>
<b>Location:</b>	<b>Leek and Buxton</b>
<b>Work flexibly between various locations:</b>	<b>Yes</b>
<b>Grade:</b>	<b>AG6</b>
<b>Salary range:</b>	<b>Spinal Column Points 25 - 29</b>
<b>Car driver:</b>	<b>Yes</b>
<b>Essential/casual:</b>	<b>Essential</b>

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### JOB PURPOSE

- To participate in the delivery of a comprehensive and professional Housing/Public Health service across the Alliance, through competent, confident and timely processing of Housing & Public Health related issues.
- To provide expert advice and support to tenants, landlords and owner occupiers, ensuring compliance with housing, tenancy and public health legislation.
- To work across the Alliance to ensure organisational and public service outcomes are maximised.
- To actively demonstrate a 'can do' attitude and commercially minded approach, to ensure efficient, effective and positive service delivery.

### JOB DUTIES

- To take appropriate action to ensure compliance with legislation and standards in relation to housing disrepair, overcrowding, drainage, caravan and camping sites, public health issues and statutory nuisance.

- To undertake the assessment of property conditions in accordance with the statutory assessment tool (HHSRS). Determine the cause of property defects and the most appropriate course of action, having regard to the operating and enforcement guidance.
- To manage and prioritise a varied workload comprising of proactive inspections to respond to complaints with varying levels of severity.
- To have a demonstrable knowledge of surveying residential property and to be able to undertake a full property inspection.
- To have knowledge of carrying out investigations and the gathering of evidence in accordance with the Police and Criminal Evidence Act.
- Interpret and apply legislation, guidance, relevant codes of practice and Council Policy.
- Take regulatory enforcement action to investigate complaints, create, sign and serve legal notices in relation to enforcement action to carry out the Authorities statutory duties.
- To compile case files for formal legal action (financial penalties and prosecution files and to attend Court/ Tribunal and give evidence when required.
- Enforce the Renters Rights legislation including tenant liaison as and when necessary, prepare and serve financial penalty notices where appropriate in accordance with the current guidance.
- Carry out inspections of licensable and non-licensable houses in multiple occupation in accordance with the Councils inspection programme, or in response to complaints to assess whether the property meets the criteria for a licence and to issue one where it is required.
- Ensure that legislation and local policy regarding HMOs is adhered to, providing information on licence conditions where appropriate and monitoring compliance with these conditions.
- To undertake checks of documentation in relation to HMO licensing, including verification of payments.
- To monitor the condition and management practices of HMOs, undertaking compliance inspections and enforcement action as necessary.
- To deal with variations to HMO licences in accordance with statutory requirements.
- To monitor expiry dates for HMO licences, ensuring that HMO licensing processes for renewals are undertaken in a timely manner.
- To be responsible for the maintenance of the HMO public register.
- Prepare and agree schedules of repair / improvement and liaise with owners and occupiers to ensure satisfactory completion to current regulations and standards.
- When necessary, obtain quotations for works in default following service of statutory notices, inspect works in progress and on completion ensure payments to contractors can be authorised.

- To use professional judgement to make decisions on the best course of action, while dealing with potentially confrontational situations with residents and landlords assertively.
- Collate and compile data, update databases and electronic files in a timely manner.
- To use the housing standards software system and other IT programmes to enter and retrieve information as required.
- To be competent in the use of IT systems and a good working knowledge of Microsoft packages (Word, Excel, Outlook)
- Assist the principal officer in representing the council at meetings with partner agencies, both local and countywide/sub-regional to ensure a co-ordinated approach to the councils' priorities in this area.
- Liaise with other professional officers of both the council and external bodies e.g. fire authority, building control, planning, utility companies, social services, police, building contractors etc. regarding enforcement action in dwellings.
- Develop and maintain technical knowledge and keep professionally up to date on all new legislation, regulations, Codes of practice relating to the housing and public health specialism, and ensure any CPD requirements are met.
- To respond in accordance with corporate timescales, to enquiries from members of the public, Town/Parish Councils, Councillors for Housing, Licensing and Public Health matters.
- To support the implementation of a robust advice process which is customer focus and in accordance with the Council's Corporate Objectives
- Carry out other such duties associated with the service area, which the Head of Service or Principal Officer may from time to time require, maintaining the efficient and effective running of the service.

## **CORPORATE RESPONSIBILITIES**

- Promote and support the delivery of the Councils Climate Change actions plans, the response to the Councils' declarations of a climate emergency and the delivery of the Councils' biodiversity duty.
- Promote, both Councils' Equalities and Diversity Schemes ensuring that all discrimination is eliminated.
- Promote a safe and healthy working environment including taking responsibility for the health and safety of all staff, elected members, service users and other members of the public, in line with the Councils' Health and Safety at Work Policy.
- Support the Councils' commitment to good environmental management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- Promote the principles of good customer care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and elected members.
- Work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.

- Promote and comply with both Council's policies and guidelines on Information Governance and the Data Protection Act.
- Consistently exhibit the behaviours required under the Alliance GROW values and code of conduct.
- Be committed to safeguarding and promoting the welfare of children and young people and vulnerable adults.
- Carry out election duties as required.

## **JOB REQUIREMENTS**

Transport Requirements	Driving license, access to a vehicle. Required to travel to all Alliance locations and geographical areas in pursuant of duties.
Working Patterns	Hours of work as agreed with the line manager. Some out of hours work may be required.
Working Conditions	Travel to Alliance office locations and geographical area as required. The post holder will need to carry out unaccompanied site visits as required. Outdoor work may be in lone working conditions involving some exposure to inclement weather and disagreeable or difficult surroundings/conditions. The post holder may have to deal with public who are upset, angry or cannot deal well with authority. The post holder may encounter people and/or animals in circumstances which involve poor environmental conditions.
Resources Staff/Finance	None.
Physical	Working to planned priorities. The post holder may be required to carry equipment to inspections and carry out inspections of loft spaces or use ladders in some circumstances.
DBS	No.