

JOB FAMILIES ~ Technical – Senior Private Sector Housing Officer

Level descriptor – Level 7 (175 know-how)

<p>Role purpose: Expected to undertake specialist or technical assessments/activities and make decisions based on those assessments within a service function using skills that would have been gained through professional qualifications and practical experience. The role at this level would have significant relevant experience and be responsible for creating appropriate work plans/programmes for self and others. Roles at this level can be involved in supervising/managing the work of others within an overall management framework. Under the general supervision of a team manager the role would undertake pro-active and reactive inspections of housing conditions and apply skills, knowledge and experience of the range of legislation and policy interventions to remedy or improve the conditions using resources and/or enforcement. For this role it means: Taking the lead for enforcement action in relation to poor housing conditions, licensing of caravans sites and HMOs and acting as a specialist in the legal process of dealing with unauthorised encampments and illegal eviction and harassment.</p>	
Typical activities	Knowledge, skills & experience
<p>Contribute to relevant policies and strategies within the service area</p> <p>Contribute to assessing the complexity of cases, authorise work/remedial action within specific cases and develop a framework for programmes of work to meet legislative requirements.</p> <p>Manage a caseload of technical projects or inspections and undertake enforcement action as necessary.</p> <p>Provide information and advice to businesses or individuals as detailed in the programme of work through spot checks to ensure the appropriate action is taken to comply with legislation and technical standards.</p> <p>Prepare cases (housing, unauthorised encampments, illegal eviction/harassment and caravans) for enforcement or other legal action within the appropriate timescales.</p> <p>Contribute to the supervision, management and development of others to improve service standards and delivery where necessary.</p> <p>Give information and advice to businesses and the public about legislative requirements and standards. Establish & maintain appropriate links between the public and other professionals to encourage a clear understanding of each other's priorities and ways of working.</p>	<p>Vocational qualification or experience to level 4 or above, relevant to the one or more of the service areas e.g. environmental health, housing or building construction.</p> <p>Approved professional qualification relevant to the area of work or extensive practical experience of working within the service area, giving rise to a variety of technical skills and sound understanding of the standards, legal responsibilities, work practices and processes relevant to the role (improving housing conditions in the private rented sector, licensing of HMO and caravans sites, unauthorised encampments and illegal eviction/harassment, agent redress schemes).</p> <p>Accredited to inspect dwellings using Housing Health and Safety Rating System together with extensive practical experience of using this method of risk assessment in order to guide less experienced members of the team. To represent the council in the First Tier Tribunal (Property Chamber) if legally challenged.</p> <p>Significant demonstrable experience of improving poor housing conditions in the Private Rented Sector through using a range of enforcement options. Experience of advising, supporting and guiding others in a similar role.</p>

<p>Communicate effectively with contractors, colleagues and businesses, both verbally and in writing, through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p>	<p>Knowledge and understanding of technical standards, safe working practices and legislation for the functions carried out by the Private Rented Housing Team, including Housing Act 2004, Caravan Sites and Control of Development Act 1960, Mobile Homes Acts, Public Health Acts, PACE, RIPA etc. Along with practical experience of enforcement the different legislation.</p> <p>Ability to analyse designated areas of work and make decision to improve them (e.g. produce procedures for the team).</p> <p>Housing Construction skills with experience of inspecting dwellings to identify deficiencies and produce a technical schedule of works.</p> <p>An ability to prepare & present evidence clearly and confidently with experience of producing the following: schedules of work, formal notices, witness statements, interviews under caution, representing the council at court and First Tier Tribunals.</p> <p>Ability to manage/organise own work to meet agreed deadlines</p> <p>Understanding and recognition of professional boundaries</p>
<p>Performance measures</p>	<p>Competencies</p>
<p>Quantifiable objectives ~ e.g. number of cases, enforcement actions, quality of record keeping. Feedback from businesses, colleagues and partner agencies Key Performance Indicators (where available) Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, sharing best practice to develop self and others <u>Service user/ outcome focused</u> ~ delivery of service achievement of results through appropriate decision making, evidenced based enforcements, and improvement of technical standards. <u>Problem solving & initiative</u> ~ develops solutions, makes links between identified potential issues and possible solutions. <u>Planning & Organising</u> ~ Prioritises work, organising work for self and others <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on theirs.</p>

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect

this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.