

**Job Description**

**Job Title:** Housing Officer

**Salary Grade:** Grade 5

**SCP:** 25 - 28

**Job Family:** Regulation and Technical

**Job Profile:** RT 4A

**Directorate:** Commercial Development

**Job Ref No:**

**Work Environment:** Agile

**Reports to:** Team Leader Housing Strategy

**Number of Reports:** 0

**Purpose:**

To undertake technical and regulatory work in relation to empty homes and to provide advice and guidance to the Council on housing issues and manage small housing projects.

**Key Responsibilities:**

Planning

* Plans and organises own workload to meet personal targets and objectives within prescribed timescales.
* Plans, develops and delivers smaller scale projects relating to empty homes and housing priorities.
* Contribute towards the development of the Council’s Housing Strategy by conducting research and gathering and analysing data on a range of housing matters.

Service Development

* Plan and organise given housing projects within defined objectives, timescales, standards and budgets.
* To liaise with both internal and external customers or partners to review projects and service delivery. To help resolve any issues and identify developments or improvements, for the mutual benefit of the council and its customers.

Service Delivery

* Effectively respond to empty homes requests for service and complaints from residents, ward members and MPs within agreed customer standards.
* Support the Senior Housing Officer and Team Leader Housing Strategy in returning empty homes back to use through providing advice, offering financial assistance or through enforcement action.
* To progress the initial stages of enforcement action for the most complex, long term empty properties where necessary. To ensure any outstanding debts owed to the Council are repaid e.g. Council Tax debts and works in default.
* Deliver empty homes financial assistance projects and meet agreed targets.
* Recommend ways in which the housing strategy and empty homes service can be improved.
* To keep up to date with current Housing legislation e.g. the Housing and Planning Bill/Act 2016.

Customer Service

* Housing related problems are resolved promptly to the satisfaction of the customer.
* Receive positive customer feedback and recognition of achievements.

Multi Agency and Partnership Working

* Liaise and meet with key stakeholders and partners to develop and improve service delivery.
* Attend empty homes and other relevant housing meetings with internal and external customers.
* Represent the Housing Strategy service at meetings such as Place or People Boards, where necessary and gather and exchange information for the purpose of influencing decision making.
* Work closely with both Planning Compliance and Council Tax/Business Rates officers in relation to improving the appearance and safety of empty homes and maximising Council Tax income.

Risk Management

* Comply with Council and regulatory requirements, especially in relation to empty homes.
* Business continuity plans and risk management plans are implemented.
* To assist in the identification of risks within housing and empty property projects particularly when progressing with enforcement action.

Advice and Guidance

* Provide specialist advice and information to a wide range of customers to ensure compliance with regulations and legislation and also the delivery of the Council’s Housing Strategy.
* Provide advice on empty homes and other housing issues to the Senior Housing Manager, the Team Leader Housing Strategy and other managers, where relevant.
* Provide advice and guidance, some of which is complex or non-routine, on a range of housing issues, including advice on returning empty homes to use.
* Participate in Council working groups or other forums to provide specialist housing and empty homes advice and support the development of housing policies.

Reports and Records

* Empty homes data is recorded as required and produced when needed.
* Provision of detailed and accurate performance data to managers, senior managers and elected members.
* Compile complex information and data to demonstrate regulatory compliance, especially in relation to empty homes.
* Reports on empty homes and other housing issues are produced as requested.

General

* To comply with the requirements of the Council’s data quality management policy, the officer’s code of conduct, financial and contract rules and procedures and with corporate personnel policies and practices, particularly absence management, health and safety and equalities.
* To undertake such duties as are appropriate to your grade and hours of work as may reasonably be required of you by your line manager.
* Being flexible in approach to be able to deliver what is required within the remit of the post.

May 2016