**Job profile**

Technical Officer – Empty Properties

**Salary: Grade H (£27,668 - £30,153)**

**Fixed Term to 31 March 2019**

**Group:** Communities and Environment

**Service:** Development, Transport and Public Protection

**Location:** Civic Centre

**Line Manager:** Senior Environmental Health Officer

**Car User Status:** Casual

**Job Purpose**

Like in many areas, the number of long-term privately owned empty properties in Gateshead continues to be a problem, having an adverse effect upon communities and attracting crime, vandalism and anti social behaviour. They are wasted resources; financially and as potential homes for residents.

Gateshead Council is looking for a Technical Officer to focus on the bringing back into use of empty properties within the Borough. They will work alongside the Empty Property Officer to; improve our understanding of why empty properties exist, minimise the length of time a property stands empty, to improve information and communication about empty properties for residents, owners and other interested parties and to make use of empty properties to meet housing need.

**The key roles of this post will include:**

1. Offering advice and support to property owners to help them to consider the options for bringing back into use their empty property.
2. Investigating complaints or notifications to the Council about an empty property that is causing concern.
3. Carrying out inspections of properties and taking all forms of housing related enforcement action to ensure that empty properties do not cause a nuisance to the public, or are detrimental to the amenity of the area; action will include preparing and issuing formal notices, and gathering and presenting evidence in court.
4. Working with the Council’s legal and finance services to recover costs incurred when it has been necessary for the Council to carry out work in relation to an empty property.
5. Monitoring and updating information systems,  producing reports and statistical information and the identification of areas of required intervention.
6. Management of a personal caseload relating to the professional work of the team to ensure customer satisfaction and compliance with Service policies and procedures.
7. Liaison with other parts of the Council and with outside agencies to ensure the opportunities for bringing empty properties back into use are maximised.
8. Undertaking out of hours work as and when required.
9. Maintenance of an up to date professional knowledge of appropriate legal, technical and social issues to ensure the delivery of an effective quality service
10. Provision of professional advice, support and reports to senior management and attendance at meetings as necessary.
11. Such other responsibilities allocated which are appropriate to the grade of the post.

**Knowledge & Qualifications**

**Essential:**

Knowledge

* The routes available to encourage the bringing back into use of a privately owned empty property.
* Current and emerging empty property related legislation and the technical aspects of enforcement.
* Computer literate e.g. Microsoft Office

Experience

* Property inspection
* Working with property owners, and members of the public.
* Well-developed planning, organisational, communication and customer service skills
* Applying a methodical approach to problem solving

Qualifications

* Current driving licence or means to mobility support
* A Level 4 Qualification, such as an HNC

 **Desirable:**

Experience

* + Experience of working in a Local Authority private sector housing team
* Taking relevant forms of enforcement action
	+ Working with property owners, landlords and members of the public to drive up standards in the private rented sector, or to improve neighbourhood sustainability.
* Using Empty Dwelling Management Orders, and associated commissioning, implementation, and management.
* Identifying trends and problems that require a proactive approach to deal with neighbourhood issues/problems.
* Working under pressure and with minimum direct supervision

Qualifications

* In a housing, building or environmental health related field; to at least HNC level
* Certificate of Competence in The Housing Health and Safety Rating System (HHSRS)

**Competencies**

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| **Customer Focus**  | Puts the customer first and provides excellent service to both internal and external customers |
| **Communication** | Uses appropriate methods to express information in a clear and concise way to make sure people understand |
| **Team Working** | Works with others to achieve results and develop good working relationships |
| **Making things happen** | Takes responsibility for personal organisation and achieving results |
| **Flexibility** | Adapts to change and works effectively in a variety of situations |
| **Learning and Development** | Actively improves by developing and applying new skills and knowledge and learns from past experiences |