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| **Job Description** |
| **Post title** | Housing Project Officer |
| **JE Reference No** | N6601 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Housing Project Manager |
| **Location** | Your normal place of work will be Seaham or Crook, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime, subject to service needs |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be accountable to the Housing Project Manager and will be responsible for providing support to them and assisting with the delivery a wide range of regeneration initiatives which will include bringing empty properties back into use across specific localities in line with the Housing Strategy, Targeted Delivery Plans (TDPs) and corporate agenda.

The post holder will be responsible for liaising with partners both internal and external, contractors, Registered Providers, residents, private landlords and property owners to improve stock in the private rented sector through a number of regeneration activities , partnership working, property improvement, management practices and bringing empty properties back into use.

To provide assistance and support area-based regeneration initiatives in identified areas and linked to the wider economic regeneration of Durham County Council.

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| **Duties and responsibilities** |

* To achieve continuous improvement in service delivery.
* To make a contribution to corporate working to achieve best value across all services through improvement in departmental and Council wide initiatives as appropriate.

* To monitor and update the empty homes web pages to ensure that changes to legislation and professional practice are implemented within the service in a timely and efficient manner.
* To work effectively with colleagues within the Housing Service, in other division of the Council and external agencies, taking the lead, actively taking part in cross cutting projects as and when required, in particular seeking to positively contribute to or lead on community safety and are bases initiatives.
* Use a range of approaches to bring all empty homes back into use including one to one meetings with home owners; production of comprehensive advisory material; delivery of events/training sessions; inspection of empty properties to determine condition ad eligibility to assist owners to access FAP loans/grant products; use of Empty Dwelling Management Orders; and use of other enforcement measures deemed necessary.
* Where enforcement action is deemed necessary, work with colleagues to prepare and serve statutory notices and orders in connection with empty properties and to gather and prepare evidence and attend Court and local public enquires (this list is not exhaustive and it is expected that the post holder will continually see to develop new, innovative approaches).
* To develop and maintain a comprehensive empty property register producing reports and statistical information as required.
* To provide advice to owners on housing issues and work in partnership with internal departments, other partners and the community to determine the most appropriate course of action to minimise the length of time a property stands empty.
* To inspect all empty properties across County Durham where there is requirement/need for the property to be inspected, to include RDGS or other comparable schemes in use by the local authority when assisting landlords, HHSRS inspection where enforcement action is being considered and inspection for Ready to Let properties.
* To support and assist officers managing any selective licensing designation implemented across County Durham as and when required. Providing, support, assistance and information to the licensing officer/team in relation to property inspections, working with licensing officer during targeted work such as TLP’s CAT’s etc.
* Using appropriate legislation and measure, including the Homeless Reduction Act 2017 to encourage owners and landlords to bring properties back into use.
* Continuously review and update all management information systems with intelligence gathered case by case.
* To support and play a key role within a multi-disciplinary team coordinating and enabling private and public sector partners to achieve solutions to regeneration issues.
* To assist with delivery of the key priorities, objectives and actions outlined in the Council’s Housing Strategy and Targeted Delivery Plans ensuring delivery of outcomes in specific locations.
* Communication with stakeholders involved in the delivery of the objectives of the service.
* Support the implementation of policies, procedures, practices and protocols in accordance with the Councils Housing Strategy, Targeted Delivery Plans, Regeneration initiatives and Team Plans.
* To ensure that all the Council’s policies are applied in the operation of the service.
* To play a key role and assist with regeneration initiatives and investment opportunities.
* To ensure that housing intervention is integrated with broader regeneration activity.
* Represent the service at internal and external housing forums, meetings and events.
* Assist in the preparation and provide information, advice and support to residents during regeneration, TDP interventions and energy efficiency initiatives.
* Administer meetings as required by Project Managers and the Housing Manager.
* Assist with the processing of orders and invoices and assist with the monitoring of budget spend, reporting on spend regularly. Administer the sections petty cash if required.
* Be proactive in resolving issues with clients, contractors, other staff members and external agencies.
* Assist with the planning, delivery and co-ordination of a range of consultation / awareness raising / other events linked to housing, regeneration and energy efficiency initiatives.
* Assist with updating and monitoring information systems and producing reports and statistical information as required.

* Gather service user feedback and utilise information to monitor the quality of services provided.
* Deal with enquiries from members of the public, officers and elected members in a courteous manner.
* Assist with the co-ordination and delivery of regeneration initiatives as well as energy efficiency schemes across the county, assisting with the take up of scheme across County Durham using bespoke ICT software and databases as appropriate.
* Provide administrative and project support to Project Managers for regeneration initiatives including energy efficiency related projects and interventions in the TDP localities.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * An NVQ level 4 or equivalent qualification in a relevant discipline.
 | * A relevant professional qualification
* Evidence of further professional development
* Member of the Chartered Institute of Housing
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| Experience | * Experience of delivering private sector housing and regeneration interventions
* Experience of woking in a similarly challenging role
* Experience of partnership working
* Experience of designing and delivering exents/training/briefing sessions
 | * Experience of implementing empty home policies
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| Skills & Knowledge | * Proven verbal and written communcation skills, including the ability to prepare excellent quality written reports
* Good negotiation skills
* Ability to adopt a strategic view and relate strategy to action
* Ability to effectively plan & manage a high volume workload, working effectively under pressure to tight deadlines
* Effective interpersonal skills including ability to work as part of a team and in partnership with a wide range of external agencies
* Good ICT skills
* Good understanding of housing opportunites, regeneration, polices, programs and legislation, particularly relating to the private housing sector
 | * Knowledge of national and regional housing issues
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| Personal Qualities | * Outcome and achievement focused
* Strong commitment to customer care
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance)
* Flexible and willing to work outside normal working hours when required.
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