



## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Technical Support Officer - Private Sector Housing**

**Vacancy ID: 011727**

Salary: £20,092.00 - £20,493.00 Annually

Closing Date: 11/04/2021

### **Benefits & Grade**

Grade F

### **Contract Details**

Fixed Term for 24 months from start date

### **Contract Hours**

37 hours per week

### **Job Description**

The Private Sector Housing team regulates the private rented sector in the borough and are committed to improving housing conditions and protecting residents within our area. We take a twin track approach to working positively with those landlords who take their responsibilities seriously, whilst taking the strongest possible action against those who neglect their responsibilities.

An opportunity has arisen for an enthusiastic, conscientious and self-motivated individual to join the Private Sector Housing Team. Working in a small team, the emphasis of the role will be on licensing Houses in Multiple Occupation (HMOs). Providing effective and efficient day to day administrative support and assistance to the team along with the provision of advice to tenants and landlords in relation to private sector housing and HMO licensing.

Applicants should be able to demonstrate:

- An ability to collate, maintain and update various records, including statistical information.
- Excellent organisational skills.
- Ability to accurately prepare and produce letters and other documentation.
- Experience of budget monitoring.
- Good IT skills, including the use of, Microsoft Office packages (Word, Excel, etc.)

You must be a team player with good interpersonal and communication skills, which are essential to the role as you will be required on a day to day basis to liaise with a variety of individuals and organisations both internal and external to the Council.


An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs)

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Gary Knight, Private Sector Housing Team Manager on 01642 526621.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate:</b>  <b>Finance, Development &amp; Business Services</b>		<b>Service Area:</b>  <b>Housing</b>
<b>JOB TITLE: Technical Support Officer - Private Sector Housing</b>		
<b>GRADE: F</b>		
<b>REPORTING TO: Team Manager (Private Sector Housing)</b>		
<b>1.</b>	<b>JOB SUMMARY:</b>  To provide effective and efficient support to the Private Sector Housing team to assist in the delivery of the Division's service objectives by providing a full range of the duties consummate with the grading and nature of the post.	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1	To undertake all required activities in support of the functions of the Private Sector Housing team, which includes Requests for Service, licensing of Houses in Multiple Occupation (HMOs), Empty Homes and Landlord Accreditation.
	2	To provide a point of contact and signposting service on behalf of the Private Sector Housing team.
	3	To provide administrative assistance and support as required to develop the Private Sector Housing team service, including word processing reports, letters, attendance at meetings, minute taking, photocopying, organising meetings etc.
	4	To maintain all appropriate records which may be required by management including any data which may be required for use in connection with any legal proceedings.
	5	To utilise appropriate IT packages to record, update, collate, analyse and present information and data.
	6	Establish, monitor and maintain accurate information recording and appropriate control systems.
	7	To be responsible for petty cash for Housing Services and banking of income in accordance with audit procedures.
	8	To raise invoices and assist in budgetary control through the recovery and monitoring of aged debts and the preparation of necessary documents.
	9	Provide advice and guidance in relation to debt management when arranging payments with debtors
	10	To represent Housing Services (as required) at work groups, meetings and forums.
	11	To assist in the updating of reports, statistical and other information gathered from both internal and external partners.
	12	To contribute to the development and delivery of procedures for the Private Sector Housing team
	13	To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-On-Tees Borough Council.
	14	To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.

	15	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	16	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.
3.	KEY RESULTS/OBJECTIVES	
	<ul style="list-style-type: none"><li>• To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-On-Tees Borough Council.</li><li>• To ensure the Council executes its statutory duties, powers and functions in respect of the management and returning to use of empty homes</li><li>• To promote and deliver an efficient and effective Private Sector Housing Service.</li><li>• Specific service, team and individual objectives as detailed in the annual Housing Unit Business Plan and Economic Growth and Development Services Service Improvement Plan.</li></ul>	
4.	GENERAL	
<p><b>Job Evaluation</b> - This job description has been compiled to inform and evaluate the grade of F using the NJC Job Evaluation scheme as adopted by Stockton Council.</p> <p><b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> <p><b>Workforce Culture and supporting behaviours and Code of Conduct</b> – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p><b>Shaping a Brighter Future</b> – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.</p> <p><b>Personal Development</b> – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development</p> <p><b>Customer Services</b> – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-On-Tees Borough Council.</p> <p><b>Policies and Procedures</b> – The post holder is required to adhere to all Council Policies and Procedures.</p> <p><b>Health and Safety</b> – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p>		

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Job Description dated      18 September 2017**



## PERSON SPECIFICATION

This person specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advertisement and will be used in the short-listing and interview process.

Job Title/Grade	<b>Technical Support Officer - Private Sector Housing</b>	<b>Grade F</b>
Directorate / Service Area	<b>Finance, Development &amp; Business Services</b>	<b>Housing</b>
Post Ref:	<b>POS011608</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
<b>Qualifications</b>	Good standard of numeracy and literacy skills.	Minimum four GCSE's including Maths or English or proven experience or knowledge working at this level.	Application form Interview/Selection Process Pre-Employment Checks
<b>Experience</b>	Competent in producing high quality documentation.  Experience of meeting deadlines and time management.  Experience of budget monitoring and management  Experience of managing caseloads.	An understanding of Private Rented Sector Housing issues.  Awareness of local authority budget monitoring and management.  Experience of working to performance targets.  Experience of research.	Application form Interview/Selection Process
<b>Knowledge &amp; Skills</b>	Excellent interpersonal and communication skills.	Knowledge of local authority IT systems.  Editing and managing internet content.	Application/Interview/Selection Process

	<p>Provision of advice in relation to debt management</p> <p>Good oral and written skills</p> <p>Ability to use IT, in particular Microsoft Office packages (Word, Excel, access and Power Point etc.)</p> <p>Good organisational skills.</p> <p>Ability to collect and record information</p> <p>Ability to undertake research and present findings.</p>		
<b>Specific behaviours relevant to the post</b>	<p>Ability to prioritise and organise own workload.</p> <p>Ability to work on own initiative with minimal supervision.</p> <p>Able to work effectively and to collate and present information clearly.</p> <p>Ability to develop and maintain good working relationships with external agencies and a variety of Council Departments.</p> <p>An understanding to the needs of the elderly, vulnerable or minority client groups.</p>	<p>Able to self-assess performance.</p> <p>Commitment to self-development and improvement</p>	Application / Interview
<b>Other requirements</b>	<p>Willingness to work outside normal office hours.</p>		

**Person Specification dated 18 September 2017**

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.



**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.