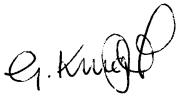
 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
DIRECTORATE:		Finance, Development and Business Services	
SERVICE AREA:		Housing Services	
JOB TITLE		Apprentice Private Sector Housing Officer	
REPORTING TO:		Private Sector Housing Manager	
APPRENTICESHIP QUALIFICATION		Regulatory Compliance Officer	
APPRENTICESHIP DURATION:		24 months + 3months EPA	
1.	JOB SUMMARY:		
	<p>To provide, effective, efficient technical and legislative support to other Private Sector Housing Officers within the team and contributing to improving the quality of privately rented housing within the borough, investigating reports of sub-standard housing conditions and poor management practices.</p> <p>Inspecting residential dwellings in accordance with the relevant legislation and undertaking a range of duties in relation to but not limited to privately rented properties that require intervention, securing improvements through negotiation or enforcement. Liaising with property owners/managers and regulators to resolve any issues of non-compliance.</p> <p>To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.</p>		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1	<p>Assisting the Private Sector Housing Officers with the delivery of the Housing service objectives by supporting them with a full range of technical and legislative duties which may entail the following:</p> <ul style="list-style-type: none">a) Respond to requests for assistance regarding a range of private sector housing issues including complaints regarding disrepair and allegations of harassment and illegal eviction from members of the public, other council departments and external organisations Interviewing the complainant and other parties as necessary, collecting information and reporting in accordance with agreed procedures.b) Advising individuals of the requirements of the relevant legislation and attempting to resolve issues of non-compliance, reaching a satisfactory conclusion.c) Investigating and reporting on statutory or other public health related nuisances and taking action as instructed.d) Manage a caseload of requests for assistance in relation to complaints regarding housing conditions or poor landlord management practices.e) Carrying out inspections and assessments of properties and including the following:<ul style="list-style-type: none">– Assessment of conditions using the Housing Health and Safety Rating System HHSRS in properties across all tenures to identify defects, deficiencies and hazards.– Identification, inspection and risk assessment of Houses in Multiple Occupation (HMOs).	

		<ul style="list-style-type: none"> – Licensing of HMOs in accordance with HMO Licensing requirements. – Assisting in the assembling of information on the conditions and improvement potential of all dwellings within the Borough. <p>f) Where necessary take action to ensure properties meet appropriate standards and compliance with the relevant legislation, this may include:</p> <ul style="list-style-type: none"> – The preparation and service of statutory notices, orders and demands – Producing schedule of works which provide details of work required to remedy defects, deficiencies and hazards to bring properties up to the required standards. – Finding solutions to technical problems – The production of formal and informal letters. – Monitoring ongoing works and carrying out 'work in progress' visits. – Find solutions to technical issues that may arise on site. – Manage expectations of Clients. – Keep well organised personal records for each case. <p>g) Where necessary organising the undertaking of work, including, obtaining quotations, checking returned tenders, arranging work start and completion dates, monitoring work and ensuring work is carried out to an acceptable standard.</p> <p>h) Assist in obtaining and preparing evidence and prosecution case files, give evidence at Tribunals or in Court.</p> <p>i) Communicating effectively and appropriately with internal and external partners and clients within the Borough and record this information using the Council's own software system.</p> <p>j) Investigating queries and complaints from clients including interviewing complainants and other parties as necessary, collecting information and reporting in accordance with agreed procedures.</p> <p>k) Attendance at college to gain the necessary qualifications.</p>
	2	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.
	3	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	4	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.
3	GENERAL Other Duties - 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 Workforce Culture and supporting behaviours and Code of Conduct – 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. Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.	

	<p>Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development</p> <p>Customer Services – 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>Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.</p> <p>Health and Safety – 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> <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.</p>		
	Name	Signature	Date
Job Description written by (Manager)	Gary Knight		27 th May 2021
Job Description agreed by (Apprentice)

Job Description dated 27th May 2021

PERSON SPECIFICATION

Job Title	Apprentice Private Sector Housing Officer	
Directorate / Service Area	Finance, Development and Business Services	Housing Services

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)</p> <p>PLEASE NOTE: You must not hold an existing qualification at the same or higher level as this apprenticeship or in a similar subject</p>	A related Level 3 qualification (A-levels, BTECs)	Application form
Experience	<p>Demonstrate an interest in environmental health, housing, surveying or building/construction</p> <p>Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative</p>	<p>Environmental health experience</p> <p>Housing experience</p> <p>Surveying experience</p> <p>Building/construction experience</p>	Application / Interview
Knowledge & Skills	<p>Good Communication and Interpersonal skills</p> <p>Committed to excellent customer service</p> <p>Excellent IT Skills including ability to use Microsoft Office e.g. Word and Excel.</p> <p>Good attention to detail</p>	<p>Awareness and understanding of the importance of confidentiality and Data Protection</p> <p>Knowledge of Regulatory Services</p>	Application / Interview

	<p>Ability to understand and apply regulations and written instructions</p> <p>Ability to communicate both orally and in writing</p> <p>Be articulate and able to converse confidently and professionally in a pleasant manner</p> <p>Being assertive but maintaining a professional manner, where managing difficult clients.</p> <p>Ability to work in an organised and methodical way to analyse and solve problems</p> <p>Numerate and have the ability to copy/transfer information accurately</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Take responsible approach to Health & Safety</p> <p>Be professional, proactive and receptive to constructive advice and guidance.</p> <p>Committed to own personal development</p> <p>High personal standards of self-discipline</p> <p>Highly motivated, and not easily discouraged</p> <p>Know your limitations and when to ask for help or to escalate a matter.</p>	<p>Emotional resilience</p> <p>Willingness to progress in a local authority housing regulatory role following completion of this apprenticeship</p>	Application / Interview
Other requirements	<p>Ability to travel independently to venues across the borough</p>		Application / Interview