

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate:		Service Area:
Finance, Development and Regeneration		Housing & A Fairer Stockton-on-Tees
JOB TITLE: Trainee Private Sector Housing Officer		
GRADE: Grade C		
REPORTING TO: Private Sector Housing Manager		
APPRENTICESHIP QUALIFICATION: Regulatory Compliance Officer – Level 4		
Duration: Fixed Term up to 18 months		
1.	JOB SUMMARY:	
	<p>The post holder will assist in providing, 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. Assist in the inspection of 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) Under supervision, 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.

	<p>d) Under supervision, manage a caseload of requests for assistance in relation to complaints regarding housing conditions or poor landlord management practices.</p> <p>e) Support with carrying out inspections and assessments of properties and including the following:</p> <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). – 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, with support, 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) Assist in 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 undertake such other duties and responsibilities commensurate with the grading and nature of the post.
5.	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, 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.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

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.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

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.

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.

	Name:	Signature:	Date
Job Description written by: (Manager)	Gary Knight	G. Knight	
Job Description agreed by: (Post holder)

Job Description dated May 2023



PERSON SPECIFICATION

Job Title/Grade	Trainee Private Sector Housing Officer	Grade C
Directorate / Service Area	Finance, Development and Regeneration	Housing & A Fairer Stockton-on-Tees

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>A Level 3 qualification (A-levels or BTec - Expected or Obtained) or the equivalent level of work experience.</p> <p>Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)</p>		Certificates & Application form
Experience	<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>Communication skills - listening, spoken and written.</p> <p>Ability to understand and apply guidance, regulations and written instructions.</p> <p>Ability to work independently, using initiative</p> <p>Be articulate and able to converse confidently in a pleasant and professional manner</p> <p>Attention to detail</p>	<p>Awareness of the Private Sector Housing function</p> <p>Awareness of the Private Sector Housing legislation and issues</p> <p>Report writing skills</p> <p>Awareness and understanding of the importance of confidentiality and Data Protection</p>	

	<p>IT Skills in Microsoft Office inc. Outlook, Word and Excel</p> <p>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>Demonstrate an interest in/knowledge of housing, environmental health, surveying or building/construction</p> <p>Committed to own personal development</p> <p>Highly motivated, and not easily discouraged</p> <p>Positive approach to problem solving</p>		Application / Interview
Other requirements	Ability for independent transportation to meet requirements of role	Access to a personal vehicle and a full driving licence	

Person Specification dated

May 2023

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Development & Regeneration	SERVICE AREA: Housing & A Fairer Stockton-on-Tees
JOB TITLE: Trainee Private Sector Housing Officer	
GRADE: Grade C	
JOB LOCATION / BUILDING: 16 Church Road, Stockton-on-Tees.	
REPORTING TO: Private Sector Housing Team Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		N
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		N
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		N

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		N
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		N

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)</p> <p>The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		N
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		N
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>	Y	
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		N

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		N
<p>Food Handlers: Employee will be preparing and handling food</p> <p><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		N
<p>Night Workers: Employee will be regularly working at night</p> <p><i>Optional Night Worker Questionnaire available</i></p>		N
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>	Y	
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE)</p> <p><i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>	Y	
<p>Any Other: Please identify any other known risks associated with this job role.</p>		N

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: G. Knight

Date: 6th April 2023

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk