

 Stockton-on-Tees BOROUGH COUNCIL	JOB DESCRIPTION
Directorate: Finance, Development and Regeneration	Service Area: Housing & A Fairer Stockton-on-Tees
JOB TITLE: Private Sector Housing Officer	
GRADE: F, H, I, J	
REPORTING TO: Private Sector Housing Team Manager	
1.	JOB SUMMARY: The post holder will be required to assist in the delivery of the Division's service objectives by providing a full range of the technical duties, commensurate with the grading and nature of the post. To contribute to improving the quality of the private sector housing stock within the borough, investigating reports of sub-standard housing conditions and poor management practices. Undertaking a range of duties within the Private Sector Housing team in relation to, but not limited to privately rented properties that require intervention. Securing improvements either through negotiation or enforcement. Inspecting residential dwellings in accordance with the Housing Act 2004, the Housing Health and Safety Rating System and other relevant legislation along with Council Policy and Procedures.
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS
1.	The post holder will be required to assist in the delivery of the Division's service objectives by providing a full range of the technical duties, commensurate with the grading and nature of the post, which will include: <ul style="list-style-type: none"> a) Investigating complaints from members of the public regarding housing conditions, 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 reach a satisfactory conclusion. c) Investigating and reporting on statutory or other public health related nuisances and taking action as instructed. d) Contributing to the provision of training courses. e) Carrying out surveys of properties and taking subsequent appropriate action in connection with: <ul style="list-style-type: none"> i) Identification, inspection and risk assessment of Houses in Multiple Occupation (HMOs). ii) Licensing of HMOs in accordance with HMO Licensing requirements. iii) Assessment of conditions using the Housing Health and Safety Rating System in properties across all tenures and the implementation of the most satisfactory course of action. iv) The implementation of policies and procedures in relation to enforcement and advisory work.

	<p>f) Assisting in the assembling of information on the conditions and improvement potential of all dwellings within the Borough.</p> <p>g) Investigation and survey of defective drainage and instigating remedial action as appropriate.</p> <p>h) Contributing to public participation meetings, manning of information centres etc. designed to publicise and promote aspects of Private Sector Housing work. This may involve working outside of 'normal' office hours, in addition this may involve travelling to venues outside of the Borough.</p>
2.	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.
3.	Manage a caseload of requests for assistance in relation to complaints regarding housing conditions or poor landlord management practices.
4.	Undertake investigations into complaints and provide advice and assistance as required
5.	Undertake inspections of private housing, including Houses in Multiple Occupation (HMOs) using the Housing Health and Safety Rating System (HHSRS) to identify defects, deficiencies and hazards.
6.	Where necessary take action to ensure properties meet appropriate standards and compliance with the relevant legislation. This may include the preparation and service of the appropriate statutory notices, orders and demands.
7.	Prepare schedules of work where necessary which provide details of work required to bring properties up to the required standards.
8.	Organise the undertaking of work in default, including, obtaining quotations, checking returned tenders, arranging work start and completion dates, monitoring work and ensuring work is carried out to an acceptable standard.
9.	Assist in obtaining and preparing evidence in accordance with the relevant legislation.
10.	Assist in preparing prosecution case files and give evidence in Court or at Tribunals.
11.	Establish, develop and maintain partnerships with other Council departments and external organisations to ensure a collective approach to successfully deal with the issues effecting the private rented sector.
12.	Resolve landlord and tenant complaints and disputes in accordance with agreed procedures.
13.	Assist the development and distribution of publicity and information including the production of newsletters.
14.	Responsibility for procuring work, monitoring payments and budgets in accordance with agreed procedures.
<p>3. GENERAL</p> <p>Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.</p>	

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.

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 11th January 2018



PERSON SPECIFICATION

Job Title/Grade	Private Sector Housing Officer	Grade F, H, I, J
Directorate / Service Area	Finance, Development and Regeneration	Housing & A Fairer Stockton-on-Tees
Post Ref:	POS005070	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Grade H – Currently studying or about to undertake study in a relevant subject</p> <p>Grade I – Working towards relevant qualification in a directly relevant subject</p> <p>Grade J - Educated to NQF level 4 or equivalent in a directly relevant subject</p> <p>or the equivalent level of knowledge gained from demonstrable relevant work related experience.</p>	<p>Diploma or Degree in Environmental Health, Housing or Surveying.</p> <p>BTEC (ONC) Higher BTEC (HNC) or equivalent in a construction related subject.</p> <p>Successful completion of the Housing Health and Safety Rating System Practitioners Course</p>	Application form

<p>Experience</p>	<p>Experience in the inspection of premises, identifying defects and production of statutory notices, schedules of work, technical reports and plans.</p> <p>Experience of meeting deadlines and time management.</p> <p>Experience of issues relating to privately rented housing.</p> <p>Experience of managing caseloads.</p>	<p>Practical understanding of the Housing Health and Safety Rating System</p> <p>A detailed understanding of the legislation, regulations and codes of practice relevant to taking enforcement action in relation to privately rented and privately owned housing.</p> <p>Experience of preparing and producing witness statements, case files and attending court and/or tribunals to give evidence as and when necessary.</p> <p>Experience of Most Satisfactory Course of Action analysis in relation to sub-standard properties.</p> <p>Experience in setting up and interrogating database and other IT systems, including property related systems.</p> <p>Experience in project development and management.</p>	<p>Application / Interview</p>
<p>Knowledge & Skills</p>	<p>Sound knowledge of building construction practices and procedures.</p> <p>Ability to assess housing conditions using the Housing Health and Safety Rating System.</p> <p>An awareness of the legislation, regulations and codes of practice relevant to taking enforcement action in relation to improving housing conditions within privately rented and privately owned housing.</p>	<p>A thorough understanding of the legislation that governs the improvement of privately rented and privately owned housing.</p> <p>Knowledge of legislation relating to tenancies.</p> <p>Knowledge of landlord and tenant relations.</p> <p>A detailed understanding of issues relating to privately rented and privately owned housing.</p> <p>Extensive knowledge of legislation relating to Houses in Multiple Occupation.</p>	

	<p>Excellent interpersonal and communication skills.</p> <p>Good oral and written skills</p> <p>Ability to use Microsoft Office packages (Word, Excel etc.)</p> <p>Ability to read and understand floor layouts and building plans</p> <p>Ability to use associated tools and equipment.</p>		
<p>Specific behaviours relevant to the post</p>	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <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>Understand the importance of accuracy and attention to detail.</p> <p>Ability to develop and maintain good working relationships with external agencies and a variety of Council Departments.</p>		<p>Application / Interview</p>

Other requirements	Willingness to work outside normal office hours. Due to the role requiring frequent travel between venues across the borough, a full driving licence and access to a motor vehicle is required for this role. Must be able to carry out site visits.	Able to self-assess performance.	
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Person Specification dated 11 January 2018

 Stockton-on-Tees BOROUGH COUNCIL		KNOWN RISKS FOR THIS ROLE	
DIRECTORATE: Finance, Development and Regeneration		SERVICE AREA: Housing & A Fairer Stockton-on-Tees	
JOB TITLE: Private Sector Housing Officer			
GRADE: F, H, I, J			
JOB LOCATION / BUILDING: 16 Church Road, Stockton-on-Tees. TS18 1TX			
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)		X
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		X
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)		X

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.		X
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) 		X

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>		X
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		X
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>	X	
<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>		X

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>		X
<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>		X
<p>Night Workers: Employee will be regularly working at night</p> <p><i>Optional Night Worker Questionnaire available</i></p>		X
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>	X	
<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>	X	
<p>Any Other: Please identify any other known risks associated with this job role.</p>	N/A	N/A

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