



JOB DESCRIPTION AND EMPLOYEE SPECIFICATION

JOB TITLE:	Housing Standards Officer		
GRADE:	G9	SERVICE AREA:	Customer Engagement
JOB CODE:	H305: JE Checked 19/01/2022		
REPORTS TO:	Team Leader – Housing Standards	LOCATION:	Civic Centre, Darwall Street, Walsall – Home working
SPECIAL CONDITIONS:	Reasonable out-of-hours working (i.e. outside flexi-time hours) to meet the needs of the service through attendance at Council Committees, public and residents meetings and, emergency site inspections as and when required.		
PURPOSE OF JOB	To implement and promote the delegated areas of the Service's responsibilities in domestic, environmental health and housing matters, especially related to Houses in Multiple Occupation.		

MAIN ACTIVITIES:

1. To carry out duties in relation to the Service's delegated areas of responsibility, including daily organisation of the workload
2. Undertake inspections of Houses in Multiple Occupation (HMOs) and other dwellings using official guidance to identify disrepair and other non-compliance with local and statutory requirements and breaches of management standards.
3. Carry out investigations of unlicensed HMO premises, working with multi agency partners as necessary. This will include collation of evidence to support advice and for enforcement purposes.
4. To provide clear and detailed advice in response to queries about HMOs and other private rented dwellings including on the enforcement of complex legislation and management regulations to a broad range of stakeholders.
5. Take action where necessary to ensure compliance with relevant legislation, including by preparing and service of statutory notices, orders and demands in accordance with prescribed forms and procedures.
6. Inspection of dwellings within the Additional Licensing Scheme Area and provide assistance in developing and managing, as directed, new areas for similar schemes within the borough.
7. Inspecting sites, conducting investigations and studies, assessing and evaluating conditions, including undertaking site assessments for Licensing and enforcement purposes (Caravan Sites and Control Development Act 1960 part 1 (as amended by LG (MP) A 1082).
8. Inspection of licensed caravan sites for compliance with the Council's standards and taking appropriate action on unlicensed sites.
9. Prepare paperwork for civil penalty offences and for prosecutions, give evidence at Court in the formal enforcement of statutory notices.

10. To prepare legal packs for attendance at court and to attend court / tribunals, as appropriate, in the execution of notices and as an expert witness.
11. To provide a responsive service in relation to unlawful eviction and harassment and provide advice in accordance with relevant legislation and case law
12. To undertake specific projects, including liaison with other Authorities and outside bodies in performance of their duties on housing and related regeneration matters (empty homes, notices under TCPA 1990 S215)
13. To liaise with Officers, Members of the Local Authority, partners, stakeholders, residents, MPs, and service users
14. To comply with the Authority's Safety Policy and all Statutory Regulations and any approved Codes of Practice arising from the Health and Safety at Work etc. Act 1974
15. To keep up to date with all legislation relevant to the post duties
16. To undertake presentations to promote the service including staff and student training, instructional talks to residents, partner organisations (such as Police, Fire Service etc.).
17. To deputise for the Manager Integrated Facilities Management and Housing Standards and Improvement as required.

COMMON RESPONSIBILITIES: ALL TEAM MEMBERS

1. To work as part of a flexible team providing a high quality service to individuals and organisations involved in regeneration initiatives
2. To develop a broad understanding of the Council's aims, objectives and mission, together with an in depth understanding of how these aims and objectives impact on the postholder's duties and responsibilities and the Section as a whole

Team Working

1. To work co-operatively with colleagues within the values of the Service and the Council so as to achieve the aims, objectives, standards and targets of the post, the team and the Council
2. To use personal skills, knowledge and experience to optimum effect within the limits of the post
3. To prepare accurate and complete technical and specialist documentation as relevant to the section, including the preparation of minutes/notes of meetings and technical reports
4. To independently and effectively deal with enquiries from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters, within the jobholders' competence
5. To initiate, attend and be an active participant in working project groups and other meetings as the team's representative to identify, discuss and resolve current issues
6. To inform the relevant senior staff of all matters of concern arising within the scope of the post

7. The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required
8. The post holder must at all times carry out his/her duties with due regard to the Council's employment policies, with particular reference to Equal Opportunities and Health and Safety

Quality

9. To contribute to the Department's continued achievement of quality standards, including Investors in People, Charter Marks and ISO through individual and team performance improvements
10. To seek to continually improve administration systems in use within the team, particularly in relation to how these impact on the post. To participate positively in the implementation of new working methods and practices, as required
11. To maintain a good understanding of, and competence in using, the administrative systems of the team, including computer-based systems

Personal Development

12. To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan and to review this at least annually with the line manager
13. The post holder is responsible for his/her own self-development on a continuous basis and, as such, will be expected to undergo suitable training
14. To be aware of current national and local issues relating to Local Government and to the Authority insofar as they impact on the post of the post holder
15. This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.

CORPORATE DUTIES AND ACCOUNTABILITIES

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.
- This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.

JOB TITLE: Housing Standards Officer	GRADE: G9	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview =I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium =2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to collate information, prepare and present reports to Committees and external bodies including to court and or the First Tier Tribunal.	A/I/T	3
Ability to work as part of a team and to work on own initiative.	A/I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English	I	3
Ability to organise and prioritise own workload	A/I/T	2
The ability to undertake unsupervised visits of homes in the Walsall Borough and to work outside of normal working hours.	A/I/T	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
A post qualification working knowledge and experience of HMO licensing.	A/I/T	3
Demonstrate knowledge of Environmental Health legislation related to dwellings and the housing environment and Housing legislation and the administrative and technical processes necessary for the effective application of the legislation.	A/I/T	3
Understanding of funding opportunities and processes	A/I	2
Demonstrate knowledge and experience of implementation of	A/I/T	3

Environmental Health & Housing functions including enforcing fines and successful prosecutions of landlords for breaches of legislation.				
Substantial post qualification experience in all areas of Private Sector Housing enforcement functions preferably in HMO licensing			A/I/T	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.				
Fully qualified Environmental Health Officer with Certificate of registration to the Environmental Health Officer Registration Board (EHORB)			A	
Other Essential Requirements				
An awareness of, and commitment to, equality of opportunity			I	3
Awareness of, and commitment to, confidentiality and handling data			I	3
Prepared by:	Appollo Fonka	Date:	10/1/22	