

Job Description

JOB TITLE: Graduate Private Sector Housing Officer

Job Summary	
Grade	
Responsible To	TBC
Job Purpose	<p>To improve Breckland's private sector housing stock through:</p> <ul style="list-style-type: none">• Providing advice, support and encouragement• To educate landlords, tenants, agents and the public regarding compliance with legislation and good practice across the whole spectrum of work covered by the service• The enforcement of the Housing Acts and related legislation• HMO licensing• The appropriate use of the Public Health Acts
Location of Job	Dereham as the main office and work throughout the whole district
Directorate/ Service Area	Housing
Description of Duties	
Objectives	<p>Give advice, information and support to private tenants about the safety and legal compliance of their home. Where there are issues which need to be resolved you will support tenants and communicate with landlords to reach a resolution.</p> <p>Support landlords and agents understand and comply with their legal responsibilities.</p> <p>Develop and provide training, information, advice and workshops to landlords, letting agents, tenants and vulnerable groups.</p> <p>Identify where situations have escalated beyond the need for advice and information and will require further interventions from the team.</p> <p>Assist the Officers in the team as they undertake enforcement duties including inspection of homes and the drafting and service of legal notices.</p> <p>Carry out data surveys, street surveys and inspections to identify housing where interventions are needed.</p> <p>Carry out inspections to collect evidence of suspected offences. Collect lawfully admissible evidence, including</p>



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	<p>taking statements from witnesses. Prepare evidence for Property Tribunals and Courts.</p> <p>Work with partner agencies such as the Police, UKBA and the fire service. Work with internal colleagues such as Building Control, Council Tax and Environmental Health to ensure safe standards and legal compliance of the rented housing in Breckland.</p> <p>Undertake training courses relevant for continued professional development and to provide training and guidance to new and existing members of the team. Keep up to date with all areas of legislation and good practice relating to housing and housing related areas as well as the work of the wider team.</p> <p>Ensure the performance and targets and key performance indicators set for you as an individual and a team are met.</p> <p>Contribute to the preparation of reports, carrying out of investigations or making of recommendations for Cabinet, Scrutiny, senior managers or external agencies</p> <p>Contribute to the preparation and monitoring of relevant strategies and work plans.</p> <p>Undertake any other duties as requested by Managers, and/or the Senior Private Sector Housing Officer, appropriate to the level and competence of the post.</p> <p>Comply with all Health & Safety at work requirements as stipulated by the employer.</p>
Responsibilities for:	
Assets	You will need a UK driving licence and your own vehicle. You will receive a monthly allowance as part of the role.
Decision Making	
Communications	<ul style="list-style-type: none"> You will be an excellent communicator; calm, polite and professional at all times. You will regularly communicate formally and informally with a wide range of internal and external stakeholders. You will need to communicate technical and legal matters in a way in which the customer understands.
All employees of Breckland Council are expected to:	<ul style="list-style-type: none"> Attend/undertake all mandatory training Actively engage with one to one's and annual appraisals Actively promote the values, behaviours and vision of the Council throughout the staff body Facilitate a positive and receptive organisational culture Ensure compliance to all policies, procedures and standard operating practices, with recommendations for action and continuous improvement



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	<ul style="list-style-type: none"> • Be committed to Safeguarding and promoting the welfare of all those that we serve, as well as complying to best practice in the application of Safeguarding
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This job description is not exhaustive.

The job description outlines the current position and will be subject to review in the light of development within the service, in consultation with the post holder as detailed in your Contract of Employment.

Person Specification

Experience & Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • The ability to communicate technical or legal information to a wide range of audiences such as tenants, landlords and councillors. • The ability to research legal requirements and technical details. • The ability to be methodical, consistent and accurate when recording of information and events. • The ability to work on a number of complex, varied projects simultaneously and respond quickly to changing priorities under pressure. • Good working knowledge of Excel and Outlook 	<ul style="list-style-type: none"> • Experience of environmental health, law, housing, planning or other regulatory work. • Knowledge of legislation relating to Private Housing including Housing Acts, Houses in Multiple Occupation Regulations, Fire Safety Standards, Protection from Eviction Act, Renter's Rights Act, Mobile Homes Legislation, and Public Health Acts. • Working knowledge of HHSRS risk assessments, practical experience of HMO's, fire and safety standards and licensing requirements • Experience of working in an environment relating to the housing, building/construction/surveying and public health sector
Strengths & behaviours	
Essential	Desirable
<ul style="list-style-type: none"> • You help others as much as you can, often exceeding their expectations, with a professional, confident, and 'can-do' attitude • You are composed and self-assured allowing you to bring 	<ul style="list-style-type: none"> • You really care about others and do all you can to help and support them



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<p>others round to their way of thinking and to win agreement in difficult circumstances</p> <ul style="list-style-type: none"> • You are an exceptional communicator, listening intently to what people are telling you and making your explanations easy to understand • You work well to set guidelines, understanding and applying rules and Legislation • You take ownership of your decisions and hold yourself accountable for what you have promised to do • You are exceptionally well organised. You know what you are doing, why you are doing it and why things are important allowing you to squeeze as much as you can into every minute of the day • You are confident working alone outside of the office and, when required, outside of usual working hours 	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • 5 GCSE's grade C or above, including English & Maths or equivalent • A degree in a related subject 	
Health & Safety (exposure to risk)	
<p>The post is exposed to occasional unavoidable risks including:</p> <ul style="list-style-type: none"> • Inspection of properties that are 'filthy' and/or verminous, infested with pests, or with trip/slip hazards • The inspection of properties in a poor state of repair/condition that may require the use of ladders or scaffolding • The inspection of confined rooms/spaces that may be difficult to access such as lofts and cellars • Dealing face to face with difficult situations that may be confrontational such as the service of Notices/Orders and giving evidence in Courts of Law 	



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