



Job Description

POST TITLE	Housing Standards Officer (CG)	POST NO:	HH1174 HH1181 HH1182
SERVICE UNIT	Housing and Development Control	GRADE:	7 - 9
JOB EVALUATION	A2070 A522 A1990	JOB FAMILY	N/A
RESPONSIBLE TO:	Senior Housing Standards Officer Team Leader Housing Standards		
RESPONSIBLE FOR:	Trainee/Support Officer (at Grade 9 only)		
LOCATION	Town Hall	STATUS	Staff Line Manager (Gr 9)

Job Purpose

To provide technical support services for the Housing Standards Team to improve the condition and management of the properties in the Borough.

MAIN DUTIES AND RESPONSIBILITIES:

1. To correspond with tenants and landlords regarding initial disrepair complaints to try to address the matter informally.
2. Validating the various safety certificates including gas safety, electrical installation condition reports and energy performance certificates.
3. Take the initial steps to deal with any non-compliance of the safety certificates.
4. To visit residents in their homes to carry out post inspections.
5. To update schedules of works with the outcome from the post inspections.
6. To support other housing standards officers to liaise with the landlord/managing agents to ensure they comply with the schedules of work.
7. To accompany other housing standards officers to assist with full housing condition or houses in multiple occupation inspections.
8. To accompany other housing standards officers to internal and external meetings with agency services, contractors, residents, landlords and others during and outside normal office hours as necessary.
9. To carry out social and customer surveys including collating of returned information.

10. To maintain up-to-date knowledge of relevant and current legislation including best practice and Government advice.
11. To have an awareness of the roles of other members of the Private Sector Housing Team and be prepared to assist in these roles should the need arise.
12. To work actively to promote community cohesion, good race relations and equality of opportunity.
13. To undertake such other reasonable duties as may be required from time to time and which are commensurate with the salary grading of the post.
14. To attend training identified as necessary to undertake current and future job requirements.

In meeting the criteria to progress to Grade 8 you will be required to undertake the following additional duties:

- To carry out detailed inspections of dwellings in connection with assessments of housing conditions, including voluntary accreditation schemes, houses in multiple occupation and the enforcement of housing standards.
- To visit residents in their own homes to advise about housing standards and potential tenancy matters. Assess the hazards identified and prepare schedules of work and/or notices to address the poor housing conditions. Discuss alternative solutions to determine the most satisfactory course of action.
- Engage/liaise with tenants, landlords, managing agents, contractors and other parties in order to remedy any reported or identified breaches of housing standards or legal requirements.
- To prepare preliminary estimates for improvement and repair work.
- Where appropriate, to prepare initial drawings and specifications for repairs/improvements.
- To seek out and evaluate estimates for work and report these to the Senior Housing Standards Officer or Team Leader and arrange for instructions to be given to contractors to carry out remedial work.
- To monitor the implementation of works through to practical completion.
- Ensure the case records are adequately maintained and updated as required on the IT system.
- To prepare reports as required by the Team Leader
- Provide technical evidence and witness statements for tribunals or legal proceedings.
- To liaise with and attend meetings with other Council officers, agency services, contractors, residents, landlords and others during and outside normal office hours as necessary.
- To carry out social and customer surveys.
- To monitor contractor performance as necessary.
- To act in the absence of the Senior Housing Standards Officer, in conjunction with other team members when required.

In meeting the criteria to progress to Grade 9 you will be required to undertake the following additional duties:

- To investigate complaints received about poor housing conditions, overcrowding and multiple occupants.
- To visit residents in their homes to carry out inspections and, if required, refer them to the necessary support services. In the most serious cases, liaise with Housing Needs to support the residents with rehousing.
- To prepare schedules of work including identified defects and the required remedial work.
- In consultation with the Team Leader, serve a range of enforcement notices.
- In consultation with the Team Leader, prepare civil penalty and prosecution cases for submission to Legal.
- To seek out and evaluate estimates for work, to arrange for instructions to be given to contractors.
- Arrange for contractors' invoices to be paid upon satisfactory completion of the work.
- To provide a HMO licensing service in line with the legal requirements, policies and procedures.
- To respond to general enquiries including HMO licensing enquiries and when necessary advising on the requirements of licences.
- Ensure that all required information is collected and accurately entered and recorded to enable proper processing of licence applications following procedures and templates, liaising with relevant teams such as Planning where appropriate.
- In consultation with the Team Leader, propose to grant or refuse the HMO licence with appropriate conditions.
- To assist with budgetary systems including checking payments of HMO licences receipt.
- To effectively manage a caseload involving housing condition complaints, pro-active inspections, and multiple occupation properties.
- To assist the Team Leader in the development of a range of policies and procedures including template notices that will contribute towards the provision of quality and affordable housing in the Borough. This will include the development of enforcement and licensing.
- To manage staff to develop potential, ensure performance and support the individual.

Health & Safety

Employees are required to work with their employer to ensure a working environment that is safe and without risks to the health, safety and welfare of employees and others who may be affected. This is in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes, from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

Prepared by: Clare Jackson

Date: May 2023

Postholder:

Date of issue:



Person Specification

POST: Housing Standards Officer	GRADE: 7 - 9
DIRECTORATE: Operations	POST NO: HH1174, HH1181 & HH1182

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Test/Presentation/ Production of Certificates A/I/T/P/C
QUALIFICATIONS		
1. GCSE English & Maths Grade 4 (C) or above (or equivalent)	E	A/C
2. H.N.C. or equivalent building construction associated qualification or equivalent experience	D (Essential for Gr8)	A/C
3. Housing, Health and Safety Rating Scheme (HHSRS) Training Certificate	D (Essential for Gr9)	A/C
4. A technical building qualification at Level 4 or HNC in Environmental Health (Housing) or equivalent qualification relevant to housing standards work	D (Essential for Gr9)	A/C
5. ILM3 in Supervisory Management, Coaching and Mentoring or equivalent	D (Gr 9 only)	A/C
EXPERIENCE		
6. Experience in identifying defects in buildings	E	A/I
7. Experience of working with members of the public to ensure customer needs are met.	D	A
8. Experience in the use of computers, including Microsoft packages.	E	A/I

Selection Criteria:	Essential/ Desirable E/D	<u>Means of Assessment:</u> Application/Interview/ Test/Presentation/ Production of Certificates A/I/T/P/C
SKILLS		
9. An ability to communicate with members of the public in a caring, sensitive, tactful manner.	E	A
10. Ability to prioritise and organise own workload and work with minimum supervision and meet deadlines	E	A/I
11. Ability to handle confidential information and maintain discretion on sensitive issues	E	A/I
12. Ability to work together effectively with internal and external partners to deliver ambitious plans for Burnley in relation to a good quality housing stock.	E	A
13. Ability to work flexibly as a member of a team and under own initiative and to contribute to the overall efficiency of the unit as a member of that team	E	A/I
KNOWLEDGE		
14. Knowledge of building construction and property defects.	E	A/I
OTHER		
15. Professional commitment to the promotion of community cohesion, good race relations and equality of opportunity.	E	A
16. Have a current full driving licence.	D (Essential for Gr 8 & 9)	A/Production of Licence
The Burnley Way		

Selection Criteria:	Essential/ Desirable E/D	<u>Means of Assessment:</u> Application/Interview/ Test/Presentation/ Production of Certificates A/I/T/P/C
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs.</p> <p>Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives.</p> <p>Further details are contained in the Behaviour Framework</p>		

Job Title	Grade	Essential Qualification	Example of competency needed to progress within career grade in addition to qualifications
Housing Standards Officer	Grade 7	GCSE English & Maths Grade 4 (C) or above (or equivalent)	Entry level as per job description and person specification
	Grade 8	GCSE English & Maths Grade 4 (C) or above (or equivalent) H.N.C. or equivalent building construction associated qualification or equivalent experience	Demonstrate the following additional essential criteria: <ul style="list-style-type: none"> • Experience in identifying defects in residential premises, preparing schedules of work, estimating, selecting competent contractors and monitoring work on site. • Experience of working with the public and landlords to ensure customer needs are met • Experience of dealing effectively and professionally with confrontational situations • Ability to work enterprisingly to solve problems and outline options to deal with them
	Grade 9	GCSE English & Maths Grade 4 (C) or above (or equivalent) Housing, Health and Safety Rating Scheme (HHSRS) Training Certificate A technical building qualification at Level 4 or HNC in Environmental Health (Housing) or equivalent qualification relevant to housing standards work	Demonstrate the following additional essential criteria: <ul style="list-style-type: none"> • Current experience of enforcing housing conditions under the Housing Act 2004 • Experience of analysing complex information and drawing conclusions from the data • Current experience of assessing HMO applications and proposing grant or refusal • An ability to work in partnership with a range of statutory and voluntary organisations • An ability to read new legislation and subsequently produce new policies and procedures