

Job Description

Service:	Planning, Infrastructure and Public Protection
Job title:	Private Sector Housing Assistant (Enforcement)
Grade:	E
Hours of work:	37
Responsible to:	Environmental Health Service Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	-

Purpose of Post:

To support the Council's Private Sector Housing service in improving housing standards across Huntingdonshire. Working as part of the Environmental Health team with the guidance of the Private Sector Housing Officer (Enforcement), you will assist with inspections, investigations, record keeping, customer enquiries and enforcement activities while developing knowledge of housing legislation and regulatory practice.

Key Deliverables:

1. Assist in investigating complaints relating to housing conditions and private sector housing matters.
2. To carry out routine or unplanned visits and inspections to ensure compliance with legislation including licence conditions. Support officers with HHSRS inspections of residential properties, including HMOs.
3. To maintain clear, factual, up to date records in all aspects of work, including preparation of letters, documents, returns and reports. Ensure that all paper and computerised work records are promptly and accurately maintained and report any discrepancies.
4. Support the processing of HMO licence applications and renewals.
5. Support the preparation of statutory notices such as Hazard Awareness Notices, Improvement Notices as well as notices under Building Acts, Public Health Acts and Environmental Protection Acts.
6. Monitor compliance with relevant landlord and letting agency registration, redress and ombudsman schemes, giving advice and referring for enforcement action, as required.
7. To assist in preparing robust case files for financial penalties or prosecution, including writing witness statements.
8. To provide housing advice to tenants and landlords to ensure obligations and legal requirements are met.
9. To liaise closely with the public, external partner agencies and internal departments to increase the effectiveness of guidance and enforcement activity.
10. To work with the Private Sector Housing Officer (Empty Homes) to assist with bringing empty homes back into use.
11. To assist in investigating allegations of unlawful eviction and harassment.
12. To maintain, and calibrate as necessary, all allocated equipment under your control, ensuring that it is used in accordance with the manufacturers or departmental instructions. Ensure that all servicing and maintenance requirements are up to date and recorded. Report any defects, malfunctions or deficiencies.
13. To travel to a range of residential and business premises, carrying equipment as required and working flexibly, including working outside normal office hours where necessary.

14. Keep up to date with applicable legislation, codes of practice and technical and administrative developments in private sector housing enforcement matters and of any relevant national, regional and local policies in this area.
15. Respond to circumstances where emergency or urgent action is found to be required (including outside normal office hours) and to take appropriate action in accordance with environmental health procedures, departmental policies and the Council's scheme of delegation. Officers may be required to work out of normal office hours by prior arrangement. In exceptional circumstances this may be at short notice when personal circumstances will be taken into consideration. Provide support and assistance to other officers in the division and carry out follow up visits and joint visits as and when required.
16. At the request of the Public Protection Manager or a member of the Council's Corporate Leadership Team to act as a 'local authority liaison officer' for the purposes of the Council's response to emergency planning.
17. To undertake any other duties commensurate with the post as required and to ensure that reasonable care is taken for the health, safety and welfare of the post holder and others in accordance with the policies and procedures of the Council.

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role (E) Essential (D) Desirable	5 GCSE's or equivalent passes including English & Maths (E) Full drivers licence (E) Ability to exercise sound professional judgement when considering compliance with relevant legislation and codes of practice (E) Certificate of competency for the Housing Health and Safety Rating System (HHSRS) (D) Knowledge of legislation, guidance and case law relating to all areas of private sector housing enforcement (D) Knowledge of building construction and building defects (D) Knowledge of HMO licensing (D)
Experience Experience the person would need to do the job (E) Essential (D) Desirable	Experience of working in an investigative and/or customer focussed role (E) Experience of working with a range of customers including partner agencies (E) Experience of using a case management system to manage workload (E) Experience of working in environmental health within a local government environment (D) Experience of taking formal enforcement action (D)
Skills and Abilities Specific skills the applicant would need to do the job (E) Essential (D) Desirable	Excellent organisational skills, including time management and prioritisation (E) Ability to deal with all customers in a tactful and diplomatic manner. (E) Problem solving (E) Ability to negotiate and persuade to achieve desired outcomes (E) Clear and concise written and spoken communication skills (E) Ability to communicate effectively at all levels with a variety of customers and

	stakeholders including when there are legal requirements (E) Strong attention to detail (E)
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	Ability to make decisions independently (E) Makes decisions taking into account relevant risks, evidence and legislation (E) Ability to review decisions when presented with new information (E) Makes and communicates clear decisions (E) Balances risks and benefits of various options and decisions (E) Incorporates a range of views when making their decisions (E) Presents their case persuasively upwards, downwards and externally (E) Is aware of own emotions and manages them for maximum influence during negotiations (E) Considers all relevant data and diversity issues when making decisions (E) Records evidence used to make decisions (E)
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	You will communicate with both external customers including members of the public, landlords, housing associations, businesses e.g. Letting Agents, partner agencies and community groups as well as internal colleagues including Environmental Health Officers, the team's Business Support Assistants, colleagues in the wider Public Protection team and other divisions Internal customer contact 40% External customer contact 60%
Personal Attributes and Other Requirements	Is prepared to adapt their approach to overcome obstacles (E) Responds constructively to a change in agenda or priorities (E)

In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Accepts responsibility and accountability for own work (E) Challenges the status quo: suggests new approaches to old problems (E) Generates new ideas and creative solutions (E) Ability to carry equipment (E) Willing to travel and occasionally work unsocial hours (E) Be a good team worker demonstrating loyalty and commitment to the organisation and team members (E)
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.