

Job Description

Job Title: Private Sector Housing Compliance Officer	Service Area: Private Sector Housing Standards
Directorate: Inclusive Economy and Housing	Post Number: Evaluation Number: 5880
Grade: PO2	Date last updated: May 2021

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To use their enthusiasm and creativity to deliver interventions to improve the lives of the tenants and Newham residents whilst remaining dedicated to the service and corporate objectives.

Private Housing seeks continuous improvement of property conditions through robust regulation, high standard inspections and intelligent intervention.

Your role is to assist in the development, implementation and lead our strategy for protecting private renters across the borough while helping to tackle social, economic and environmental factors

You will need to provide an excellent service to landlords, owners, occupiers and tenants in all tenures, using a range of intervention strategies, including enforcement, education and advice.

Job Context

The post holder reports to Team Manager or Service Manager.

1. The post holder will be part of a team of high performing officers and are expected to ensure they work efficiently, continually monitor and meet their targets and provide a quality service and to effect change where required.
2. The post holder will be a flexible worker, which means they will be expected to work in various locations; remotely in the field, inspecting private properties that are in poor and unpleasant conditions. They would be also able to work from various locations including any suitable designated office location or from home.
3. The post holder is required to work early mornings, evenings, weekends and occasional public holidays on a regular basis in order to meet service requirements.
4. The post holder is expected to be a decision maker and work on their own initiative and to take responsibility for their actions and their outputs, whilst in the office and other locations.
5. The post holder will be expected to publically represent the Council in a wide range of environments, from overcrowded houses with unsanitary conditions to Courts and ensure they present themselves in line with the Council's conduct policy.
6. The post holder will be expected to be familiar with Council policy objectives and be able to offer advice to residents, service users, external bodies and the Mayor and elected members.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

7. To inspect properties in poor, overcrowded and unsanitary conditions in various locations, early in the morning, later at night and at weekends. To work proactively, often alone and with limited supervision.
8. Use their housing and environmental health powers and make sound decisions in relation to technical and legal matters.
9. To investigate and take the appropriate action in relation to service requests.

10. To assist in the formulation and implementation of operational policies, guidance and initiatives.
11. To assist Senior Officers on a regular basis. To report to the Senior Officers on all appropriate matters concerning the activities. To deputise for Senior Officers on a regular basis on a range of complex and contentious issues where persuasion and advocacy is required.
12. To contribute to knowledge sharing initiative and provide day to day technical support for their team.
13. To feedback on training courses attended and to develop ad hoc team training and team practise notes/guidance.
14. To understand and use appropriate IT systems for business improvement and promote data quality and integrity at all times.
15. To take responsibility during enforcement inspections to ensure that they are carried out safely and effectively, in the presence of Police and/or other agencies. Ensure legal enforcement cases are driven forward and brought to a satisfactory conclusion.
16. Use their housing and environmental health knowledge to make sound and complex decisions in relation to high-risk technical and legal matters. So they achieve the tactical and strategic outcomes of the council. For example, using creativity to gather hard to obtain evidence within the bounds of PACE. Applying the public interest tests and deciding to prosecute a criminal landlord or to serve a Financial Penalty Notice. Giving evidence and being cross-examined as a Council witness in high profile cases.
17. To gather quality evidence under guidelines such as the Police & Criminal Evidence Act. Prepare legal case files for the purposes of civil proceedings and criminal proceedings in courts and tribunals including prosecutions. To work with external barristers and legal professionals and make decisions on their own and on behalf of their lower skilled colleagues' cases whilst adhering to the Council's policies.
18. To help recover Financial Penalties and other orders by using effective recovery mechanisms, including liaising with the Finance, Legal and other departments.
19. Assist in the preparation of cases and give evidence to a high standard in civil and criminal proceedings in Courts and Tribunals on behalf of Council.
20. To act as the authority's witness in matters of private sector housing law and administration as it relates to the Council's duties, and support colleagues involved in similar activities.
21. To assist in the preparation of, and contribute to, the annual service planning process, council policy and the formulation of indicators and measurement of outputs.
22. To be flexible, able to cover more than one service area at any time and take on new duties and responsibilities. To cover the work of other officers as necessary in times of leave, sickness or other absenteeism.

23. To maintain relationships with partners and stakeholders particularly landlords and tenant groups to ensure the delivery of key outputs and performance indicators. Use persuasion and advocacy techniques to ensure that satisfactory outcomes are achieved.

24. To give high levels of customer care and recognise the service needs of clients, ensure the delivery of high quality customer service including dealing with MP/Councillor enquiries and FOI requests.

25. To ensure that adequate records and databases are maintained including statutory registers to enable the efficient operation of the work of the Team and assist with the timely production of information and performance indicators.

26. To contribute to the Service's Communications Strategy, including submission of articles for a quarterly landlord's bulletin and tenant's information. To assist in the periodic review and update of the Service pages on Newham website.

27. To comply with Data Protection and Freedom of Information Act legislation and associated regulations and guidance.

Person Specification

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Directorate: Inclusive Economy and Housing	Post Number:
Grade: PO2	Evaluation Number:
	Date last updated: July 2020

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>Knowledge</p> <p>1. Basic knowledge of private sector housing and property licensing within the local government framework.</p>	<p>Application form/Interview/Test</p>

<p>2. A basic level of understanding of surveying techniques and schedules of work, application of risk assessments.</p> <p>3. Basic knowledge of the main functions of a local authority public health and housing functions</p>	<p>Application form/Interview/Test</p> <p>Application form/Interview/Test</p>
<p>QUALIFICATIONS</p> <p>4. GCSEs in Maths, English Language and Literacy (A-C grades.). 2x A-levels (Grades A-C) or 2x BTECs (Merit or above) or educational equivalent. Please also see SPECIAL REQUIREMENTS of the job Specification, section 39.</p>	<p>Application form / Interview</p>
<p>EXPERIENCE:</p> <p>5. Ability to give advice on the rights and responsibilities to owners and occupiers.</p> <p>6. Ability and experience of handling difficult situations in a calm and professional way, leading to a positive outcome.</p> <p>7. Ability to build effective and productive working relationships with service users, colleagues and partners at all levels.</p>	<p>Application form/Interview</p> <p>Application form/Interview/Test</p> <p>Application form/Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>8. Ability to inspect properties in poor, overcrowded and unsanitary conditions in various locations.</p> <p>9. Ability to be flexible by attending inspections and operations out of hours (weekends, early morning and late at night).</p> <p>10. Willingness to take enforcement work cases using enforcement options under the Housing Act 2004, Housing and Planning Act 2016, Statutory Nuisance legislation, Public Health Acts and other principal acts and statutory guidance.</p> <p>11. A willingness to gain knowledge of PACE and to participate in interviews under caution, preparing evidence and obtaining warrants</p>	<p>Application form/Interview</p> <p>Application form/Interview/Test</p> <p>Application form/Interview</p> <p>Application form/Interview</p>

12. Willingness to delivering an effective, improving and high quality service.	Application form/Interview
13. Willingness in taking the initiative in dealing with a range of private sector housing functions and for the improvement of the service.	Application form/Interview/Test
14. Willingness to work effectively with various internal and external partners e.g. Police, Immigration, HMRC, other LA's, etc.	Application form/Interview
15. Ensure knowledge is proactively shared.	Application form/Interview
16. Willingness to be flexible and undertake new tasks on behalf of the service	Application form/Interview
17. Support all Officers on the promotion and implementation of new ways of working to improve service delivery.	Application form/Interview
18. Able to communicate to staff in a clear and unambiguous way.	Application form/Interview/Test
19. Able to seek clarification on important messages and at the correct level.	Application form/Interview/Test
20. Ability to support the promotion and defending of the team's work publically to ensure the positive high media profile of the department.	Application form/Interview
21. Have a basic degree of literacy and numeracy skills, with appropriate application to the business	Application form/Interview/Test
22. Able to assist in the effective delivery of tasks and services for internal and external customers.	Application form/Interview
23. Willingness to make effective interventions, make sound technical judgements and follow through to a satisfactory conclusion.	Application form/Interview/Test
24. Ability to give evidence to a high standard in civil and criminal proceedings in Courts and Tribunals on behalf of Council	Application form/Interview/Test
25. Ability to support and assist colleagues in resolving cases.	Application form/Interview
26. Ability to manage their own workload to ensure performance targets of the service is met.	Application form/Interview
27. Ability to make and implement operational decisions	Application form/Interview

<p>on their cases, within the team's procedures.</p> <p>28. Willingness to implement change and supporting the management team in delivering quality outputs.</p> <p>29. Willingness to deal with housing cases with a range of complex and contentious matters that require persuasion and advocacy to bring them to a satisfactory conclusion.</p> <p>30. Willingness to assist people, projects and/or procurement activities</p>	<p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>31. Supports their team and seeks guidance and clarification from senior officers when needed.</p> <p>32. Effective and professional interpersonal skills with excellent communication ability with regards to service users, other officers and external partners.</p> <p>33. Motivated to deliver high standards of customer service and by leading by example</p> <p>34. Shows enthusiasm about PSH work and has a problem solving attitude and makes a positive contribution.</p> <p>35. A champion of a learning culture with an understanding of different learning styles.</p> <p>36. Willingness to share knowledge and skills.</p> <p>37. Promotes, investigates and uses new technology and new ways of working to meet the requirements of the service.</p> <p>38. Works with a focus on outputs rather than attendance within their team and service.</p>	<p>Application form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>39. The post holder will be required to work at various locations starting early mornings (7am start), or late evenings, weekends and occasional public holidays on a regular basis in order to meet service requirements. However they will also be entitled to flexible work outside</p>	<p>Application form/Interview</p>

<p>of the corporate core hours.</p> <p>These locations will be in poor, overcrowded and unsanitary conditions.</p> <p>40. The post holder must pass the (CIEH/Warwick Uni) Certificate in Understanding and Applying the HHSRS (2 day Course) or equivalent within 12 months (NOTE: If candidate does not already have this and are successfully given this post, they must attend and obtain this certificate within their probation period or their contract will be terminated)</p> <p>41. The Post holder will also be required to take and pass other internal and external housing and environmental health training courses, as required.</p> <p>42. Some of the duties undertaken by this post will require the post holder to have a full current driving licence, and require that they provide their own vehicle, which must be safe to drive, MOT'd, taxed and insured for business use. They must also be willing to drive a Council vehicle after completing a Council driving test.</p> <p>43. This post is subject to an enhanced DBS check.</p> <p>44. This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application form/Interview/Test</p> <p>Application form/Interview/Test</p> <p>Application form/Test</p>
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