****JOB DESCRIPTION

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| Job Title | **Private Sector Housing Technical Officer** | Post Number | HD805 |
| Grade | 8 | Service Area | Housing |
| Special Conditions  | Occasional out of hours working Working across Malvern and Wychavon Councils Standard DBS required | Additional Benefits | Essential Car User Protective clothing |
| Authorised by | Director of Communities and Housing | Date | July 2025 |

**Job Purpose**

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| The purpose of this role within the Council is: | The primary focus is to improve housing standards in the private sector including:* Inspection of properties, investigating complaints of disrepair, completing Housing Health and Safety Rating System (HHSRS) assessments, and taking action (formal and informal enforcement) where appropriate
* Pro-active and reactive identification of Houses in Multiple Occupation (HMOs), inspection and licensing
* To provide specialist technical advice and support, working with a range of internal, external customers and partners as part of the private sector housing team
* To assist with empty homes, Disabled Facilities Grants, housing assistance and energy efficiency areas of work within the Private Sector Housing team
* Ensure the Council’s statutory duties and policies are implemented and enforced and/or provide specialist technical input to the council policy making
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| Responsible for demonstrating commitment to working in line with the Councils' values |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework |
| The postholder works for: | Senior Private Sector Housing Officer |
| The postholder manages \supervises: | Not applicable |

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| Key Accountabilities (All accountabilities will be carried out in line with the Council’s policies, procedures and relevant regulations and legislation) |
| 1 | To assist the Property Standards and Enforcement Officer, Senior Private Sector Housing Officer and Housing Leadership Team with the effective and efficient delivery and future development of the Private Sector Housing team. |
| 2 | To take the lead on all technical and other functions relating to HMOs including identification, inspection, preparation of reports and schedule of works, advising relevant parties (e.g. tenants, owners, landlords and contractors) required under the legislation, check plans, licensing, maintaining the HMO register, ensuring works are completed and if necessary, prepare for formal enforcement action. |
| 3 | To work with the Property Standards and Enforcement Officer in the improvement of housing conditions across Wychavon and Malvern through a range of initiatives including housing assistance, project work and informal/formal enforcement work. When requested, to inspect and report on the condition of private properties to determine the appropriate priority to be allocated to a housing application, having regard to HHSRS outcomes, amenity levels and fire safety. |
| 4 | To investigate, carry out inspections, assess housing standards under HHSRS, establish property ownership, and take appropriate action to deal with poor housing standards under the relevant legislation across all housing tenures. |
| 5 | To ensure a full working knowledge of the Housing computer applications and associated computer systems and maintain accurate record keeping, provide information and statistical records as required including case load. Maintain and update adequate records and statistics to satisfy government requirements, to monitor activity and trends as required and produce such analysis and reports as required. |
| 6 | To deal with enquiries from customers, property owners, landlords, letting agencies (by telephone, email, letter, visits etc) in accordance with the Council’s Customer Service Standards. |
| 7 | Prepare and present reports as required on a range of technical issues including inspection reports, enforcement notices and witness statements to give as evidence as required ensuring that they meet Council guidelines, are completed on time and the Council’s position is advocated. |
| 8 | To work collaboratively with relevant officers, external bodies and members of the public on: * the corporate approach to the enforcement of property standards
* seek statutory approvals
* interpretation of the law and technical matters associated with enforcing housing standards and serving enforcement notices,
* relevant statutory duties using the professional and technical competence and knowledge of the postholder
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| 9 | Provide statutory consultation response in relation to Planning applications and Building Regulation consultations. Check local land charges as required. |
| 10 | Identify the eligibility for housing grants and assistance and provide advice and assistance to enable premises to be brought up to the legal standard. |
| 11 | To respond to complaints regarding harassment and illegal eviction and act as necessary. |
| 12 | To assist with inspections for residential, holiday and touring caravans sites and camping sites, empty homes, cases referred by the Housing Options team, Wychmove properties, Private Sector Leasing scheme, Disabled Facilities Grants, housing grants, and other purposes as required. |
| 13 | To be aware of funding opportunities, revenue generation and ensure these are maximised. |
| 14 | To commit to continuous development by keeping up to date with all relevant legislation, guidance, best practice and new initiatives relevant to the Council’s Housing Service and Private Sector Housing team. To share knowledge, opportunities and innovation as necessary. |
| 15 | To represent the Council’s Housing Service and Private Sector Housing team as necessary including undertaking presentations, attending relevant liaison meetings, forums and events. |
| 16 | To ensure a good working knowledge of relevant legislation to enable the efficient carrying out of the duties attached to the level of the post and attend relevant training as necessary. |
| 17 | To assist in promotional / publicity material and establish methods of ensuring the Councils service is widely known.  |
| 18 | Undertake other duties which are consistent with the grading and general characteristics of the post. |
| 19 | To comply with all aspects of the Council’s Policies, Procedures and Protocols including the Council’s Code of Conduct, Equal Opportunity Policy and Lone Working Policy. |
| 20 | Comply with all relevant Health and Safety legislation and to pursue duties in a safe manner with due regard to the health and safety of the post holder and others. |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.

KEY REQUIREMENTS

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| Qualifications (or knowledge and experience at an equivalent level) | Essential | Desirable |
| Housing, Health and Safety Rating System (HHSRS) competency qualification. | E |  |
| A degree in environmental health or equivalent or be able to demonstrate an equivalent level of relevant experience in the private sector housing field. |  | D |
| Membership to the Chartered Institute of Housing and/or Chartered Institute of Environmental Health. |  | D |

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| Experience | Essential | Desirable |
| Investigating complaints about property conditions, assessing properties (including HMOs) in accordance with HHSRS and carrying out inspections under the Housing Act 2004. | E |  |
| Experience of inspecting and licensing HMOs using the relevant HMO legislation. | E |  |
| Preparing schedule of works, drafting and serving statutory housing action notices, producing witness statements and case files to attend court and tribunals to give evidence. | E |  |
| Proven experience of taking appropriate enforcement action or the use of civil penalty notices. | E |  |
| Experience of working within a local authority housing service or related field or similar. |  | D |
| Experience of working with a range of internal, external customers and partners and delivery of agreed objectives, meeting targets and working to deadlines. |  | D |
| Experience of the Local Planning Authority process. |  | D |

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| Skills Required | Essential | Desirable |
| Ability to manage and maintain a case load and keep detailed and accurate records of all actions on a database | E |  |
| Capable of offering support to tenants and provide technical advice to property owners/landlords on works required and services available to help them improve and repair their property. | E |  |
| Strong working knowledge of the Housing Act 2004, Housing and Planning Act 2016, Landlord and Tenant law, and other private sector housing legislation for single and multi-occupied properties. | E |  |
| Able to undertake visits to residential premises including some with unhygienic and poor physical condition/s, in rural locations, and occasional working outside of normal working hours. Full driving licence is required, current car user with access to car as needed. | E |  |
| Good persuasion, negotiation and influencing skills, work independently and problem solve. | E |  |
| Good verbal, written communication and presentation skills. | E |  |
| Good IT skills including Microsoft Window Packages | E |  |
| Good understanding of national, regional and local housing priorities and the links between housing, health and social care. |  | D |

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| Behaviours | Essential | Desirable |
| Manage your own workload and prioritise and respond to the demands of the service and legislative requirements. | E |  |
| To collaborate with team members on service provision providing support and advice as necessary. | E |  |
| Commitment to continuous development, desire and drive to improve conditions in the private rented sector. |  | D |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.