****JOB DESCRIPTION

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| Job Title | **Senior Private Sector Housing Officer**  | Post Number | **HD919** |
| Grade | 10 | Service Area | Communities and Housing  |
| Special Conditions  | Covers both Malvern Hills and Wychavon District Councils Occasional out of hours workingBasic DBS disclosure required | Additional Benefits |  |
| Authorised by | Director of Communities and Housing  | Date | August 2024 |

**Job Purpose**

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| The purpose of this role within the Council is: | To manage the Private Sector Housing team to provide the effective and efficient delivery of: * Property standards & enforcement including HMO and caravan site licensing
* Housing grants / discretionary assistance e.g. Disabled Facilities Grants
* Bringing empty homes back into use
* Improving energy efficiency within homes

To provide leading expertise in the Private Sector Housing function, including interpreting and advising on legislation, leading on relevant service projects and effective partnership working, e.g. with the Home Improvement Agency, health and social care and voluntary sector partners. |
| 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: | Principal Housing Officer (Strategic Housing) |
| The postholder manages \supervises: | Housing Assistant x2 Private Sector Technical OfficerProperty Standards and Enforcement Officer  |

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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 be responsible for the effective provision, management and development of a customer focused Private Sector Housing function, with the aim of achieving safe, warm and decent private sector housing stock across the two districts. |
| 2 | To ensure that the council/s meet their statutory duties, work within relevant legislation and adopt good practice |
| 3 | To lead and empower the Private Sector Housing staff in their job roles, coaching and motivating staff to achieve agreed deadlines and targets, providing day to day supervision, guidance and support. To ensure HR policies are followed as required. |
| 4 | To deputise for the Principal Housing Officer (Strategic Housing) as required. |
| 5 | To manage the Private Sector Housing team to provide the effective, efficient and customer-focused delivery of: o Property standards & enforcement, including HMO and caravan site licensingo Housing grants / discretionary assistance e.g. Disabled Facilities Grantso Bringing empty homes back into useo Improving energy efficiency within homes |
| 6 | To provide technical and legislative advice and guidance on activities relating to the functions of the Private Sector Housing team, including legal and enforcement action, and to hold a caseload of more complex enforcement cases. |
| 7 | To provide advice and assistance to the Principal Housing Officer (Strategic Housing) and Head of Housing Services on the development, implementation and monitoring of operational strategies and policies relating to Private Sector Housing. |
| 8 | To contribute to the development and delivery of Private Sector Housing related strategies and plans |
| 9 | To maintain strong working relationships with colleagues in the wider Housing Service and other relevant teams, including but not limited to Legal Services, Finance and Planning Enforcement. |
| 10 | To act as contract manager for and monitor performance and compliance in respect of any contracted-out services and other contracts, service level agreements on behalf of both councils. |
| 11 | To monitor team workloads / work activities and provide performance management information in a timely manner, including the maintenance of adequate records and statistics to satisfy government requirements.  |
| 12 | To monitor activity and trends and produce such analysis and reports as required along with recommended actions for service improvement. |
| 13 | To ensure that customers receive the best possible service by ensuring staff are appropriately trained for their job role and encouraging staff to have a customer centered approach and to provide quality services. |
| 14 | To research, develop and monitor the implementation of policy / new projects or initiatives making recommendations to the Housing Services Manager and Senior Managers / Members as required. |
| 15 | To be responsible for budget monitoring and ensuring compliance with financial policies and procedures in the performance of the service. |
| 16 | To have a working knowledge of the various computer systems used by the Private Sector Housing team to ensure continual monitoring of office procedures and practices and to ensure that I.T. systems are developed and used accordingly. |
| 17 | To be committed to continuous professional development by attending any courses, seminars and workshops applicable to the post as and when required. |
| 18 | To be involved in the recruitment and selection of staff where appropriate. |
| 19 | To receive and investigate complaints, requests for appeals and Freedom of Information requests on behalf of the Principal Housing Officer (Strategic Housing) and Head of Housing Services.  |
| 20 | To lead and attend working parties, liaison meetings, and committee meetings as required e.g. town and parish forums. |
| 21 | To prepare reports for and undertake presentations about the Private Sector Housing function as required to relevant forums. |
| 22 | To develop effective partnership working with other stakeholders and partner organisations and to liaise with external bodies, partners and internal sections of the council where appropriate. |

**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 |
| A degree or masters in Environmental Health. | X |  |
| Good educational background with a good level of numeracy and literacy skills | X |  |
| Knowledge and understanding of regional and local housing priorities |  | X |
| Housing / Management qualification.  |  | X |
| Good range of relevant professional development courses |  | X |

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| Experience | Essential | Desirable |
| At least 3 years experience working in a housing or environmental health environment or similar field  | X |  |
| Knowledge and understanding of legislation affecting this area of work e.g. Housing Act 2004 | X |  |
| Experience of maintaining a strong customer focussed environment | X |  |
| Experience of working with multi-agency partnerships  | X |  |
| Experience of delivering agreed objectives, meeting targets and working to tight deadlines | X |  |
| Experience of presenting information to a wide range of audiences | X |  |
| Experience in applying project management skills in the workplace |  | X |

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| Skills Required | Essential | Desirable |
| Able to lead a team and can demonstrate previous experience in managing and motivating staff | X |  |
| Highly organised, with ability to manage conflicting priorities | X |  |
| Ability and experience of supporting a team through change. | X |  |
| Computer skills: Microsoft Window packages with an ability to use a wide range of IT applications | X |  |
| A strong customer focus | X |  |
| Able to apply good communication skills with individuals and a wide range of stakeholders when representing the organisation  | X |  |
| A flexible approach, including being available for occasional out of hours working | X |  |
| Effective leadership skills  | X |  |
| Effective at empowering others, making decisions and problem solving | X |  |
| Excellent communication / customer care skills | X |  |
| Ability to deal with people in difficult situations and to handle confrontation tactfully  | X |  |
| Highly developed I.T. skills and experience of implementation of new I.T. systems. | X |  |
| Ability to manage a team within an agile working environment. | X |  |
| Holds a full UK driving licence with access to a vehicle to travel within and across the two districts | X |  |

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.