



Job Profile

April 2025

JOB TITLE:	Senior Private Sector Housing Officer
GRADE:	POB
POST NO:	30240
JOB TIER:	5 (non-management)
DBS CHECK:	Standard
GROUP:	Public Protection & Enforcement
SERVICE:	Private Sector Housing Service

REPORTING STRUCTURE

Reports to:	Private Sector Housing Service Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

Part of a team of professional officers to provide an efficient, high quality service private sector housing service that reacts quickly to all enquiries, service request and complaints. To assess the nature, extent and urgency of the enquiry and make effective use of advice, risk based interventions and enforcement action, including civil penalties, to improve housing conditions and ensure that all homes in the private sector are safe and habitable.

To assess housing conditions and management in private sector housing, give advice and take action as necessary, including enforcement action to ensure that living conditions and management standards are brought up to satisfactory standards.

To process applications for property licences, including inspection of housing conditions and assessment of management standards and to take enforcement action in respect of licensing requirements, non-compliance with housing conditions, housing management and other related defects.

A. Job Description

1. People Management

- No direct supervisory responsibility however there will be a requirement to assist in induction and training of peers and new employees and this includes mentoring and supporting private sector housing apprentices as and when necessary.

2. Resident & Community Contribution

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Raise awareness and provide advice and guidance on compliance with the Council's property licensing schemes and statutory obligations under Parts 1 to 4 of the Housing Act 2004 and other relevant legislation in accordance with the Council's scheme of delegation.
- Deliver presentations and briefings to management, other colleagues within the Council and/or external stakeholders
- Develop and maintain close working relations with Council services and a wide range of other stakeholders, in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems, and ensure that, even where an input is required from a number of teams, service delivery is well co-ordinated and the service user is kept fully informed of developments.

3. Operational Service Delivery

- Undertake the investigation of service requests and programmed inspections under the provisions of the Housing Act 2004, Environmental Protection Act 1990 and other relevant legislation.
- Carry out inspections, with a high level of competency, of a wide variety of homes in the Private Rented Sector.
- Assess housing conditions under Part 1 of the Housing Act 2004 (Housing Health and Safety Rating System) and take the most appropriate course of action in each case to achieve compliance.
- Draft schedules of works, notices and orders for enforcement under the provisions of Part 1 of the Housing Act 2004 and other relevant legislation in accordance with the Council's scheme of delegation.

- Investigate the licensing status of premises and in licensed properties monitor and assess compliance with licensing conditions.
- Process applications for property licences, including inspection of housing conditions and assessment of management standards. Draft all appropriate documentation and make recommendations for approval or refusal of licenses.
- Prepare detailed reports or briefing documents containing detailed analysis of issues, proposals for implementation and recommendations for action.
- Carry out complex inspections, with a high level of competency, of a wide variety of licensable homes in the Private Rented Sector including Houses in Multiple Occupation.
- Correspond with landlords and managing agents to achieve compliance with all relevant legislation.
- Undertake enforcement action in respect of private sector housing using powers under all relevant legislation as delegated under the Council's scheme of delegation.
- Prepare justifications for, and issue, Simple Cautions where appropriate.
- Issue Financial Penalty Notices in accordance with the Council's adopted policy and defend appeals relating thereto.
- Prepare applications to the first tier tribunal for Rent Repayment Orders and attend tribunals as required.
- Prepare prosecution cases in accordance with the enforcement policy, PACE, RIPA, other relevant legislation and within the service's time limits.
- Attend Court hearings as a witness for the prosecution.
- Attend tribunal hearings in relation to appeals against action taken under all relevant legislation as delegated under the Council's scheme of delegation
- Effectively carry out casework and projects in any relevant work area under the direction of the relevant Team Manager.
- Ensure that an accurate record is kept of all interviews, telephone calls, inspections and follow-up action taken, and that regular checks are made to ensure the integrity of data, in order to assist monitoring, decision-making and case management.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan. This includes actively contributing to team plan reviews.
- Contribute to the production, review and updating of the Team's policies and procedures, ensuring that they comply fully with the relevant regulations and legislation and, where practicable, reflect good practice

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- Be aware of the service budgets and constraints and ensure the accurate collection and analysis of data and information relating to the work of the Team in order to assist the monitoring of performance, forecast future need for the service

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Be fully conversant with the powers, duties and obligations conferred by the relevant legislation and keep your knowledge up to date of appropriate legal and technical developments.
- Maintain an awareness of the Council's legal duties and policy objectives in respect of Equal Opportunities and Customer Care and ensure that they are incorporated into daily work activities.

7. Contacts

- Internal: All council departments which are relevant to the business of the service; senior managers, elected members as appropriate.
- External: Partner organisations, such as Environment Agency, police, fire, health, social landlords, voluntary sector groups, contractors.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.
- Provide managers with accurate information for responses to Freedom of Information Act requests and enquiries for elected members, MPs and senior managers.
- From time to time, as part of a team, work outside standard office hours for the purpose of targeted enforcement activity.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.
- Delivery of agreed PADA objectives

B. Person Specification

Private Sector Housing Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Educated to degree or diploma level in a relevant area, or equivalent and relevant operational experience.	✓	
Formally trained in investigation skills and techniques or equivalent relevant operational experience.	✓	
Post graduate qualification or similar in a relevant technical area.	✓	
Sound practical and theoretical knowledge sufficient to carry out the duties of Private Sector Housing Officer.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Willingness and ability to work outside core working hours according to need (for example to attend meetings in the evenings or at weekends or to carry out site visits and monitoring activity during anti social hours).	✓	
UK driving licence or equivalent, and the use of a suitable vehicle at all times.	✓	
Ability to undertake site visits and inspections at various locations throughout the borough.	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Broad experience of using environmental health and housing legislation to enforce and raise standards in private sector housing.	✓	
Experience of making presentations and briefings to management, other colleagues within the Council and/or external stakeholders	✓	
Experience of acting as a witness on behalf of an employer and/or appearing in court or at an inquiry to give evidence and be questioned as a witness.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Sound practical and theoretical knowledge of Housing and PSH legislation and practice.	✓	
Ability to investigate and research breaches of legislation, including preparing statutory notices, reports, letters etc.	✓	
Ability to prepare evidence and reports for enforcement action such as formal cautions, civil penalties, prosecutions etc.	✓	
Ability to prioritise work and to work under pressure, meeting expectations and deadlines.	✓	
Well developed verbal, written communication and customer care skills and able to produce accurate reports and correspondence to a high standard.	✓	
Specialist technical knowledge of subject matter pertinent to one or more areas of the team's work.	✓	

Well developed interpersonal skills appropriate to the need to successfully communicate with residents, some of who may be vulnerable.	✓	
Knowledge of duties and responsibilities connected with this role under Health & Safety at Work legislation.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	