

JOB DESCRIPTION

JOB TITLE:	Private Sector Housing Technical Officer	JE NUMBER: A13329
DIRECTORATE:	Housing	BAND: 7
RESPONSIBLE TO:	Healthy Homes Manager	
RESPONSIBLE FOR:	Occasional supervision of student Environmental Health Officer and work placement students	
MAIN PURPOSE OF POST:	<p>To contribute to the provision of good quality private sector housing throughout the Borough.</p> <p>To help deliver the Councils Private Sector Housing Renewal Policy</p> <p>To help deliver effective, efficient, good quality services aimed at improving housing conditions in private sector housing stock across the borough, including to assist in the health promotion, home safety and security, and energy conservation activities of the Council.</p> <p>To assist Housing Regulation Officers and other staff in the execution of their duties, including enforcement and licensing activities.</p>	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	To assist in the delivery of the Councils Private Sector Housing Renewal Policy.
2.	Carry out site inspections and investigate requests for assistance and complaints about housing conditions, financial assistance, empty and unsecured properties, illegal encampments, park home sites. Carry out inspections of work in progress and certify works at completion.
3.	To prepare appropriate reports and letters, and schedules of defects and remedial works where necessary.
4.	To identify vulnerable householders eligible for financial assistance (including DFG) to adapt, repair or improve their home, through delivery of Council administered schemes or by referral to other agencies and assist applicants with the application process from conception to completion, including tendering of work, assessing valuations for interim payments and advising on unforeseen works.
5.	Where householders are not eligible for financial assistance, where possible provide advice on alternative options available to them.
6.	To assist the Senior Environmental Health Officer and Housing Regulation Officers in their enforcement and inspection duties including inspection, preparation and service of statutory notices, preparation of cases for prosecution (may include occasional attendance at court or tribunal), monitoring compliance and the completion of work in default.
7.	Assist the Empty Homes Officer with action to return empty homes back into use.
8.	To carry out "Immigration Inspections" and prepare and issue reports to stating whether or not the property is safe, suitable, overcrowded etc.

9.	To carry out Energy Efficiency Assessments and provide energy efficiency advice to householders.
10.	To maintain relevant statistical and numerical work records, both manual and computerised.
11.	Liaise with other partner agencies both internal and external to the council in connection with the duties of the post.
12.	Participate in education/promotion/publicity of issues relevant to the team.
13.	To assist in the development of efficiencies and customer service improvements relevant to the service area.
14.	To maintain an awareness of and implement new developments in relevant legislation and practices.
15.	To take ownership and responsibility for customer interactions and provide appropriate advice and support to customers either in person or by email or telephone.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	X

Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	
As part of the duties and responsibilities of this post, you will be required to make site visits and attend meetings. You must therefore have a valid driving licence and the ability to undertake visits and travel to various locations throughout, and occasionally beyond, the Borough.	YES	X		
As part of the duties and responsibilities of this post, you will be required to carry out property inspections and must be able to climb steps and stairs and work in confined spaces (e.g. attics and basements). This may include occasional use of access ladders and scaffolding	YES	X		

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Private Sector Housing Technical Officer	JE NUMBER:	A13329
DIRECTORATE:	Housing	DATE:	26.02.21

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
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Essential		
•	Good verbal and written communication skills.	Application form / interview
•	Computer literate, able to use basic word processing and data processing software.	Application form / interview
•	Good organisational skills and the ability to prioritise own work.	Application form / interview
•	Ability to work on own or as part of a team.	Application form / interview
•	Be committed to working with all sections of the community and demonstrate an appreciation of various needs.	Application form / interview
•	Knowledge of domestic housing repair and renovation techniques	Application form / interview
•	Knowledge of the preparation of schedules of work	Application form / interview
•	Knowledge of basic Health and Safety issues in relation to property maintenance and safe working practice relevant to the post.	Application form / interview
•	Ability to undertake work with a minimum of supervision in accordance with service policies and guidance	Application form / interview
Desirable		

•	Understanding of local authority grant systems and other financial assistance available to help vulnerable people	Application form / interview
•	Knowledge of welfare benefits	Application form / interview
•	Knowledge of support services available from health care and voluntary agencies	Application form / interview
•	Knowledge of private rented tenancy issues	Application form / interview
EXPERIENCE		
Essential		
•	Experience in surveying and inspecting houses, identifying defects and their remedies.	Application form / interview
•	Experience of building construction, especially housing repair and improvement	Application form / interview
•	Experience of completing detailed schedules and specifications of work	Application form / interview
•	Experience of inspecting and monitoring the work of building contractors	Application form / interview
•	Experience of dealing with vulnerable people and members of the public in a customer service/service delivery role.	Application form / interview
•	Experience of using computerised systems for basic record keeping word processing and emails	Application form / interview
Desirable		
•	Experience of undertaking energy surveys of domestic properties	Application form / interview

•	Experience of means testing applicants applying for a Disabled Facilities Grant.	Application form / interview
•	Experience of working in a housing environment	Application form / interview
•	Experience of working with private landlords and tenants	Application form / interview
QUALIFICATIONS		
Essential		
•	BTEC or City & Guilds/ONC qualification in a construction related discipline, or equivalent qualification relevant to the post	Qualification / Certificates
Desirable		
•	Formal accredited training in the Housing Health and Safety Rating System (HHSRS)	Qualification / Certificates
•	Health & Safety Training relevant to the post	Application form / interview
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application form / interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application form / interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application form / interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.	Interview
Level: 1		

	For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level: 1		
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level: 1		
Leading & Communicating	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
Level: 1		
Collaborating and Partnering	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p>	Interview
Level: 1		

	For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	Interview
Level: 1		
Delivering Value for Money	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
Level: 1		
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	Interview
Level: 1		

Delivering at Pace	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly	Interview
Level: 1		