



**North Kesteven**  
DISTRICT COUNCIL

SUPPORTING INFORMATION FOR THE POST OF

**Private Sector Housing Enforcement Officer**

March 2021

## **Environment and Public Protection Division**

### **Private Sector Housing Enforcement Officer £27,741 - £30,451 p.a. pro rata (Grade C1)**

#### **VACANCY**

The role of the Private Sector Housing Enforcement Officer is to improve housing conditions in the private rental sector through education, dialogue and where necessary enforcement action against letting agents and landlords. Regulations that cover housing conditions, Houses in Multiple Occupation (HMO) management & licensing, smoke & carbon monoxide alarms, electrics, energy efficiency, immigration, illegal eviction & harassment, redress schemes for letting agents, empty properties (with the empty homes officer) are all administered by the PSH officer. The officer will also offer advice for tenants, landlord and agents, to the media team and attend landlord events (in conjunction with our housing support partner DASH). Where a Housing Options referral is made, the property is assessed to ensure that the applicant gets priority housing from the Council if they are living in poor housing conditions. Where Notices are appealed or prosecutions taken, the officer will provide bundles and casefiles for tribunals or courts to support the Councils' case and to secure a satisfactory outcome. Attendance at tribunal or Court may also be required, with appropriate legal team support where needed. The officer will also have input into the development of relevant internal policies and procedures as required.

Another part of the officer's role is to liaise with other teams within the Council to provide advice and support regarding Licensing, Planning and Building Regulations applications. The wider remit requires liaison and in some cases co-working with Environmental Health, Police, Trading Standards, Fire Authorities, Social Services and health practitioners.

The officer will be required to accurately record information from persons and where gathered during desktop exercises or in the field. Information relevant to casework will be input onto the data management system and records kept complete and kept up-to-date. The use of other housing data analysis software is also required to support officer cases in some circumstances.

The officer is required to have a fair and balanced approach when dealing with complaints and be able to establish the most suitable course of action, with support and input from colleagues and managers where this is not possible. The workload is varied and challenging and requires an ability to time manage cases relevant to their seriousness and urgency.

The Environmental Protection Unit is a busy and customer focussed team dealing with a wide range of environmental protection issues and also private sector housing complaints/issues. A full current driving licence and flexible approach is essential. The postholder must be a good team worker, self-motivated, self-disciplined and be committed to our customer orientated approach. You will need good customer care skills, including tact, diplomacy and the ability to listen.

To discuss these posts within the Environmental Protection Unit contact Ayeisha Kirkham, Environmental Protection Manager on 01529 414155 ext 28173.

**A satisfactory DBS check is required for this post.**

**For further information regarding the above we encourage you to refer to our website [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk). Alternatively telephone 01529 308315 (24 hour answerphone)**

The closing date for Applications is **18 April 2021**

Interviews will take place on **28 April 2021**

Dear Applicant,

*Vacant Post:* **Private Sector Housing Enforcement Officer**

Thank you for your interest in the above post.

This post will be based in the Environment and Public Protection Division.

I enclose an application pack, which includes: application form; job description and person specification.

Please ensure that you complete all sections of the application form fully. CV's are not accepted. When filling in your application form, please study the person specification carefully. If you do not demonstrate on the form that you fulfil the essential criteria for the position, you are unlikely to be successful in your application.

The closing date for Applications is **18 April 2021**

Interviews will take place on **28 April 2021**

Yours faithfully,

**Louise Bush**  
**HR Assistant**

**POST TITLE: Housing Enforcement Officer  
Specialist & First-Line Management C1 - Generic Role Profile**

**JOB PURPOSE:**

To support the Manager in leading an efficient and effective service, applying specialist skills that ensure high quality service delivery and professional standards to meet the organisation's priorities and ambitions. To apply strong people management where appropriate in line with North Kesteven District Council's Corporate Values.

**PRINCIPAL DUTIES & RESPONSIBILITIES:**

- Work with service manager to ensure the service is delivered within resource and budgetary restraints
- Maintain an awareness of specialist developments relevant to own area of responsibility and provide advice and support to others
- Being responsible for the development of procedures and to ensure the needs of the service are met as appropriate
- Support policy development within the service in line with the NK Plan
- Assess, analyse and interpret both qualitative and quantitative data, identify trends and test solutions to support the resolution of issues
- Review systems and processes in own work area, consider areas for improvement and suggest revised working practises, systems, equipment or processes
- Develop internal and external networks and investigate best practise in other areas to continue to improve service delivery
- Monitor, maintain and input data to meet both internal and external requirements
- Determine priorities to meet planned objectives and requirements
- Advise on the future resources and associated costs for provision of the service
- Assist in report writing and development of briefings and presentations
- Regularly contribute to the provision of management information
- Ensure all legislative and organisational requirements are met within the service
- Work with partners, and gain a good working knowledge of their remits in order to achieve mutual objectives
- Competence in taking clear and consistent decisions in support of the Council's broader objectives
- Capability to operate effectively and with discretion with regard to politically sensitive information and situations
- Oversee projects, ensuring each is delivered to a high standard, on time and within budget
- Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service
- Monitor and maintain a safe working environment for self and others
- Promote a positive image of the service area and the Council as a whole
- Ensure effective communication with Councillors and team members at all levels
- To lead by example by embracing and living the organisation's values and behaviours
- To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

## **For Team Leaders**

- Directly line manage colleagues to deliver the service
- Ensure staffing levels are appropriate to meet the service need and customer demand
- Recruit, train, appraise and develop team members - being the first line for the team's performance management
- Monitor performance and take appropriate corrective action to ensure performance levels are consistently met in line with the Competency Framework

## **KNOWLEDGE, SKILLS & EXPERIENCE**

- Either academic/vocational qualifications or in depth work experience in relevant role
- Numeracy, literacy and IT skills
- In depth knowledge of relevant systems/equipment/processes
- Initiative and judgement to resolve problems independently
- Ability to communicate clearly through multiple channels
- Understanding and application of relevant legislation, policies and procedures
- Effective planning and project management skills, with the ability to work to deadlines.
- Pragmatic and solution orientated. Committed to continuous improvement and high Standards.
- Experience of negotiation, influencing, building and sustaining relationships in order to achieve results. Interpersonal skills at all levels internally and externally.

### **For team leader**

- Supervisory/management experience
- Ability to train and develop team members

## **OUR COMMITMENT:**

NKDC is a people-focussed, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and in making positive contributions in support of a District of Flourishing Communities.

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customers' needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc. Act 1974, the Council's Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

We work closely with Union representatives to help ensure approaches and solutions adopted are fair and equitable across our workforce. All employees have the right to join a trade union and to take part in its activities. All employees also have the right not to belong to a trade union.

## MANDATORY JOB REQUIREMENTS

- Gather evidence in order to make a judgement when investigating complaints of dangerous, substandard or unsatisfactory housing. In addition, this will include: taking and writing of statements; the taking of contemporaneous notes; the collection of formal samples; and the carrying out of monitoring; the use of scientific and technical equipment; the informal seeking of compliance; carrying out of interviews under caution in accordance with PACE. All actions to be in accordance with the Police and Criminal Evidence Act 1984 (PACE) and the Regulatory Investigatory Powers Act 2000.
- Carry out comprehensive property surveys having regard to relevant housing standards and the need for building work to address poor housing and home visits to provide advice. Prepare preliminary costs and schedules of work.
- Identify and engage with owners of Houses of Multiple Occupation (HMO's) to ensure all relevant legislation is complied with and properties requiring licensing are processed in accordance with legislation.
- To make judgements as to the breaches of legislative requirements in relation to these investigations (as above), the preparation and service of formal notices, organising works in default and recovering costs; the preparation of case files to submit to the Council's solicitor and the attendance at Court or Housing Tribunal where required.
- To inspect the District's current HMO's and new HMO's as they arise. To prepare inspection reports in conjunction with the Fire Authority and to take enforcement action as may be required.
- Qualifications: ONC/HNC in Building Studies or equivalent relevant qualification would be highly desirable.

## Position Overview

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| Knowledge                              | The jobholder needs knowledge of the Organisation's relevant procedures or practices plus additional technical knowledge in order to do this job. He/she also needs a detailed understanding of the relevant legislation related to his/her area of work plus a detailed understanding of the underlying concepts and principles of the specialist area within which this job operates. The level of knowledge required is such that it could not be gained just from extended experience or training in relevant areas of work.  |
| Mental Skills                          | The jobholder is regularly faced with problems or situations which he/she must resolve personally and some of the more difficult ones are not covered by existing rules, procedures or instructions. Some of these problems will require the jobholder to apply creative skills in order to develop new solutions, using novel applications of known techniques. Analytical skills are needed in order to interpret available information. When trying to clarify one of the more complex problems that he/she has to resolve, the information required can come from a variety of different sources. This information is sometimes conflicting, requiring judgement by the jobholder to assess and select/reject. The details of the problem or situation may be varied and complex. |
| Interpersonal and Communication Skills | The jobholder is, on occasions, required to motivate and/or train other members of staff. Advisory, guiding, negotiating and/or persuasive skills are required regularly at a developed level. It involves the exchange of complicated and/or sensitive information, both orally and in writing. The information can often be both complex and potentially contentious and the jobholder has to communicate this sort of information to a range of different types of audience, including non-specialists. It is, however, generally restricted to one main subject area.   |
| Physical Skills                        | Specific physical skills are required, involving a high level of precision, for some of the tasks in this job.  |
| Initiative and Independence            | The jobholder's activities are undertaken in accordance with policies and procedures laid down by others, although the jobholder is not always given instructions or predetermined schedules defining how the main task(s) are to be carried out. He/she is expected to prioritise allocated tasks and duties within the workload for the day and is required to make decisions about when and how duties are to be carried out beyond that. The jobholder is free to decide independently, i.e. without first referring to anyone else, how to handle problems or situations which have not arisen previously and for which there are no specific procedures or precedents.  |
| Physical Demands                       | This job requires the jobholder to stand or walk for a large proportion of the total working time. Working in distinctly awkward positions is also required for a small but distinct proportion of the total working time.  |
| Mental Demands                         | Concentrated mental attention is required to ensure that the tasks and duties of this job are carried out correctly. This has to be applied over lengthy periods of time at least once a week. Working to deadlines is a feature of this job. While some of these are   |



foreseeable in the normal cycle of work, others are unpredictable in nature and occur regularly. He/she is occasionally subject to conflicting demands, with more than one person requiring a service or assistance simultaneously. Unavoidable interruptions occasionally make it difficult to complete the job duties.

#### Emotional Demands

The job involves direct involvement, both in person and by telephone, with people whose personal circumstances or behaviour could place emotional demands on the jobholder or cause emotional upset. These are mainly users of the Organisation's services and the highest level of emotional demand could be described as "significant". This significant emotional demand is an integral feature of the job occurring relatively often.

#### Responsibility for People - Well-Being

The jobholder has an impact on the well-being of individual, or groups of, people by the personal provision of a service direct to those who are receiving it. He/she also personally implements and enforces Statutory Regulations which can have a direct impact on people's health, safety or well-being. The jobholder also has a contributory responsibility for the development of the Organisation's policies and supporting procedures or practices in relation to the well-being of people, to meet changes in the social, economic, political or relevant legal or technical environment. He/she also provides advice and guidance on both established internal policy and external regulations and/or statutory requirements related to the well-being of people. He/she is also required to advise on the adaptation of local policies and procedures to meet external demands.

#### Responsibility for Supervision, Direction, Co-Ordination of Employees

The jobholder is not required to supervise or manage any Organisation employees. The job occasionally involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

#### Responsibility for Financial Resources

The job involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

#### Responsibility for Physical and Information Resources

The jobholder's main responsibility for physical resources is for manual and/or computer information. He/she personally produces or processes some of this information and is responsible for the accuracy of the data produced by other people or for taking positive and unusual steps to ensure the accuracy, confidentiality and security of data produced personally. The jobholder also has a responsibility for equipment and/or tools which he/she has to both use and maintain. On the equipment for which the jobholder has a maintenance responsibility he/she has to carry out "day-to-day" maintenance (i.e. cleaning, re-fuelling, carrying out minor repairs, etc.).

#### Working Conditions

The jobholder regularly works outdoors and is usually exposed to the weather when doing so. However, the proportion of the overall working time during which this exposure occurs is relatively small but he/she has regular exposure to very disagreeable, unpleasant or hazardous situations for a small proportion of the total working time. Serious verbal abuse, aggression or other anti-social behaviour from members of the public is an unavoidable, but occasional, feature of this job.

## **MAIN TERMS AND CONDITIONS OF APPOINTMENT**

Post of: **Private Sector Housing Enforcement Officer**

A copy of the job description is enclosed

### **Salary**

Salary range is £27,741 - £30,451 p.a. pro rata (Grade C1).

### **Car Allowance**

This post attracts an essential car user allowance.

### **Professional Fees**

One professional Subscription will be paid

### **Hours of Work**

The hours of work are 37 hours per week. A scheme of flexible working hours is in operation whereby, within prescribed limits, an individual's precise working hours are left to his/her own choosing.

### **Holidays**

Annual holiday entitlement is 27 days (32 days after 5 years service in Local Government), plus a further 8 bank and public day.

### **Sickness**

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

### **Pension**

You will have the opportunity to join the Council's Occupational Pension Scheme (the Local Government Superannuation Scheme).

**A satisfactory Criminal Records Bureau check is required for this post.**

The closing date for Applications is **18 April 2021**

Interviews will take place on **28 April 2021**