

Job Description

DIRECTORATE/DEPARTMENT: Development, Environment and Culture Directorate

SERVICE AREA: Culture and Regulation

SECTION: Community Safety and Enforcement

JOB TITLE: Private Sector Housing and Environment Officer Central Area *(fixed term for 22 months)*

JOB REFERENCE NO: 50091446

GRADE: 7

RESPONSIBLE TO: Group Leader

EMPLOYEE SUPERVISION: None

DATE AGREED: **BY WHOM:**

Purpose of Post:

The post will support the delivery of regeneration projects in targeted areas by providing a proactive reassuring practical and visible customer focused housing and environmental management service in the private sector in targeted areas.

Responsible for the delivery of a combination of key front line elements of Private Sector Housing support, Environmental Management, Community and Tenancy Support, Community Safety and Cohesion.

Key Areas:

- Working with partners to ensure the Private Sector Housing and Environment is attractive, safe, desirable and where people want to live.
- Ensuring involvement of residents and property owners is embedded in delivery of the Regeneration of the targeted areas
- Identification and delivery of private sector housing and environmental support/enforcement actions
- To gather appropriate information to enable the development and implementation of relevant future projects to continue supporting and sustaining the regeneration of targeted areas, including, but not limited to, Selective Licensing Scheme and Empty Dwelling Management Orders.

Duties and Responsibilities:

Private Sector Housing:

- To provide a highly visible, effective and proactive presence in designated localities, focusing on the Private Rented Housing Sector whilst establishing good working relationships with other property management agencies, including Berneslai Homes.
- To pro-actively engage with Private Sector Landlords and Property Management agents

building up and mapping a profile of their housing stock portfolio, and tenants, which is to be reviewed and kept upto date.

- Maintain robust and auditable information systems in line with service requirements to enable effective case management and performance management.)
- Develop and maintain strong cohesive working relationships with other service providers (both internal and external) within the area
- To attend meetings as and when required, and from time to time by agreement to work outside normal office working hours to deal with specific community issues and attend meetings where required with reasonable notice.
- Develop a thorough local knowledge of residents and community issues feeding the information into other structures appropriately (e.g. multi agency meetings, local authority community planning, Police).
- Aim to provide a welcome visit to all new tenants in the community within 28 days of being moving in, to communicate obligations of Landlord / Tenant / Council Services offering practical explanations/advice required ensuring quality of life and signposting where appropriate.
- To identify vulnerable households and work with appropriate support providers to facilitate the delivery of appropriate support packages to aid sustainability of tenancies.
- To champion the Councils Landlord Accreditation scheme to Private Sector Landlords
- To signpost and act as liaison between tenant and homelessness and housing advice section and welfare benefits section
- To carryout HHSRS property inspections as required and agree property improvement schedules with the appropriate property owner

Environmental:

- To carryout environmental inspections in the neighbourhood and take responsibility or liaise with appropriate colleagues regarding taking action to address these issues. (including arranging and monitoring the removal, clearance or cleaning of more widespread graffiti, rubbish and vandalised property by the relevant agency or service)
- To undertake relevant enforcement action in relation to appropriate legislation regarding property and environmental issues.
- To undertake low / medium risk regulatory inspections having regard to any associated legislation, statutory guidance, codes of practice or other necessary documentation and ensuring that any actions or outcomes are undertaken in such a way that, if circumstances or information changes as the work proceeds, the post holder works in a flexible way using their initiative whilst on site to ensure their actions and the outcomes accurately take account of such changes.
- To be responsible for ensuring anyone affected by actions resulting from inspections and /or investigations is given a comprehensive explanation which fully sets out the reasons for the taking of or inability to take action. This to include face to face meetings in the field with both

members of the public (complainants and perpetrators), Councillors, offenders, businesses and their representatives, other external agencies and affected parties.

- To ensure all actions are undertaken in accordance with the appropriate Community Safety and Enforcement Service policies.
- To proactively support the work of all environmental enforcement agents by observing and reporting any information which could lead to the identification of individuals responsible for damaging the physical environment, (issue fixed penalty notices) provide witness statements and appear in court for both criminal and civil proceedings as a representative of the Local Authority.
- To deliver and administer initiatives that will sustain the regeneration of targetted areas, this may include, but is not limited to Selective Licensing.

Other Responsibilities:

- To promote equality of opportunity and good relations in all areas of responsibility and between all individuals and groups.
- To identify and attend training and development opportunities in agreement with the service and as part of continuous personal and professional development. To promote and support the same opportunities for staff within the team.
- To ensure Health and Safety Procedures are adhered to at all times and systems are accurately maintained, identifying gaps and reporting issues directly to line manager.
- To deal with sensitive information with regard to confidentiality, data protection, freedom of information, safeguarding and policies and procedures.
- To ensure that all risks and opportunities are assessed and managed in each service area, partnership, project or programme for which you are responsible in accordance with the risk management strategy. To communicate and promote best practice, ensuring risk management is fully embedded.
- Any other duties commensurate with the grade and falling within the scope of the post, as requested by Management.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Date Job Description Revised: April 2013	
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