

Appendix B Sample job profile for housing support officer role

Profile title	Housing and Cohesion Officer	Grade:	06	Profile Ref:	104885
Purpose of the Post					
<p>To ensure compliance with the legislation and statutory obligations of the Council, ensuring effective regulation with a balanced proactive and reactive approach through the discharging of informal, formal and legal actions. To support the delivery of regeneration projects in targeted areas by providing a visible customer focused service.</p>					
Responsibilities					
<ul style="list-style-type: none"> • Provide advice, guidance and support in accordance with approved Council relevant policies, procedures and statutory responsibilities. • To support the delivery of outcomes as identified. • To pro-actively engage and liaise with internal and external stakeholders including tenants, landlords, members of the public and partners. • Respond to requests for service, investigate complaints and provide advice on sub-standard housing conditions in the private rented sector. • Carry out housing inspections and resolve issues as necessary, or liaise with the appropriate colleagues regarding resolving issues. • To undertake Housing Health and Safety System housing inspections and to propose and action the necessary improvement works. To include the production of inspection reports, action records, legal documents etc. • Contribute to the development and delivery of a highly visible proactive approach to raising standards of poor quality private sector housing across the Borough. • Assist in the planning, preparation and execution of targeted initiatives as directed including promotional campaigns. • To identify vulnerable households and work with appropriate support providers to deliver support packages. • Maintain awareness and work to the policies and procedures which impact on how the service is delivered. Keep abreast of local and national developments to enhance the service/projects according to internal and external demands • Maintain an up-to-date and accurate manual and electronic data records as necessary to ensure high standards of case recording and effective case management. • Liaise and collaborate with internal and external stakeholders including managers, employees and members of the public to ensure joined up solutions to meet the needs of customers. • Champion the Councils Landlord Accreditation scheme to landlords and tenants in the private sector. • Assist in the continuous review, performance management and evaluation of service provision to ensure it is fit for purpose, drives continuous improvement and is effectively using available resources. • To gather appropriate information to enable the development and implementation of relevant future projects to continue supporting and sustaining the regeneration of targeted areas. 					