



Job profile

Technical Officer-Private Sector Housing

Grade H

Group: Communities and Environment

Service: Development, Transport and Public Protection

Location: Civic Centre

Line Manager: Assistant Manager - Private Sector Housing

Car User Status: Casual

Job Purpose

Gateshead Council has a dedicated Private Sector Housing Team, made up of Environmental Health Officers and Technical Officers. The Team works across a broad range of housing related issues to improve private sector housing conditions, and to tackle housing related crime.

We are looking for a Technical Officer to join the team. The role includes responsive and proactive intelligence led housing inspections, taking enforcement action, and supporting those affected by poor housing conditions in conjunction with other services and agencies. The role also includes investigating and tackling housing related nuisances such as hoarding, and pest infestations, caravan site inspection and licensing, and inspecting homes for the purpose of immigration.

The key roles of this post will include:

1. Carrying out inspections of properties under the Housing Act 2004, and taking all forms of housing related enforcement action to improve housing standards and to tackle criminal landlords; action will include preparing and issuing formal notices, orders and financial penalties, and gathering and presenting evidence in court and to the Residential Property First-tier Tribunal.
2. Carrying out in-depth investigations into housing related nuisances, such as pest infestations and accumulations of waste, hoarding, problems caused by the keeping of animals, garden bonfires, smoke from chimneys and drainage problems.
3. Carrying out housing related inspections of caravan sites and inspections for the purpose of immigration.
4. Offering advice and support to tenants, landlords, and managing agents to tackle poor standards in the private rented sector and to help tenants to maintain their tenancies.
5. Investigating complaints/service requests/ notifications made to the team.
6. Monitoring and updating information systems, producing reports and statistical information and the identification of areas of required intervention.
7. Investigating and management of a personal caseload of complaints/service requests/ notifications made to the team to ensure customer satisfaction and compliance with Service policies and procedures.



8. Liaison with other parts of the Council and with outside agencies to ensure the provision of a co-ordinated multi-agency approach to improve housing conditions and tackle nuisances.
9. Undertaking out of hours work as and when required.
10. Maintenance of an up to date professional knowledge of appropriate legal, technical and social issues to ensure the delivery of an effective quality service
11. Provision of professional advice, support and reports to senior management and attendance at meetings as necessary.
12. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Current and emerging private sector housing related legislation and the technical aspects of enforcement.
- Computer literate e.g. Microsoft Office

Experience

- Private sector housing work and property inspection
- Taking relevant forms of enforcement action
- Working with in-house colleagues and external agencies to solve housing related problems.
- Proactive work with landlords and the public in relation to the private rented sector.
- Well-developed planning, organisational, communication and customer service skills
- Applying a methodical approach to problem solving

Qualifications

- Current driving licence or means to mobility support
- Educated to degree level

Desirable:

Experience

- Experience of working in a Local Authority private sector housing team
- Selective or HMO landlord licensing, use of the associated powers, implementation, effectiveness and limitations.
- Identifying trends and problems that require a proactive approach to deal with neighbourhood issues/problems.
- Working under pressure and with minimum direct supervision

Qualifications

- Post-graduate qualification in a housing, environmental health or anti-social behaviour related field
- Certificate of competency in the Housing Health and Safety Rating System (HHSRS)



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences