



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Private Sector Housing Officer

Vacancy ID: 010505

Salary: £19,554.00 - £29,636.00 Annually

Closing Date: 13/10/2019

Benefits & Grade

Grade F, H, I, J (Starting salary is dependent on experience and qualifications).

Contract Details

2 Posts,
1 Permanent
1 Fixed Term for 3 years

Contract Hours

37 hours per week

Job Description

Stockton-on-Tees Borough Council is a Unitary Authority forming part of the Tees Valley sub-region. The Council has a reputation for innovation and effective scheme delivery, and is committed to working in partnership to meet the needs of local stakeholders. Economic Growth and Development Services is responsible for the delivery of a wide range of services across the Borough.

An opportunity has arisen for two enthusiastic, innovative and self-motivated individuals to join the Private Sector Housing Team. The team are committed to improving housing conditions and protecting residents within our area and make full and appropriate use of legislation to achieve this goal. The emphasis in these roles is on carrying out inspections and investigations of poor or hazardous housing conditions within the private rented sector (including houses in multiple occupation), particularly in the recently formed Target Action Areas.

Although qualifications and experience are important, strong consideration will be given to candidates with a positive attitude towards this important work.

For these posts you should ideally be experienced and competent in assessing housing conditions and in the use of the Housing Health and Safety Rating System along with an understanding of the legislation, regulations and codes of practice relevant to taking enforcement action in relation to improving housing conditions.

Experience in the drafting of formal letters, notices and preparing and producing witness statements, case files and attending court and/or tribunals to give evidence as and when necessary is also desirable, but good interpersonal skills along with a flexible and professional approach to work and embracing the Council's culture statement are essential.

However, we would also be happy to receive applications from candidates who have the ambition to embark on a career within Private Sector Housing. If you have the right background knowledge and level of experience, further training will be provided. As a career grade post, the starting salary would be based upon experience and qualification.

An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Gary Knight, Private Sector Housing, Team Manager on 01642 526621.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Economic Growth and Development		Service Area: Housing
JOB TITLE: Private Sector Housing Officer		
GRADE: F, H, I, J		
REPORTING TO: Team Manager (Private Sector Housing)		
1.	JOB SUMMARY: To contribute to improving the quality of the private sector housing stock within the borough, investigating reports of sub-standard housing conditions and poor management practices. The post holder will be required to assist in the delivery of the Division's service objectives by providing a full range of the technical duties, commensurate with the grading and nature of the post. Undertake a range of duties within the Private Sector Housing team in relation to, but not limited to privately rented properties that require intervention. Securing improvements either through negotiation or enforcement. Inspecting residential dwellings in accordance with the Housing Act 2004, the Housing Health and Safety Rating System and other relevant legislation along with Council Policy and Procedures.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
1	The post holder will be required to assist in the delivery of the Division's service objectives by providing a full range of the technical duties, commensurate with the grading and nature of the post, which will include: <ol style="list-style-type: none"> a) Investigating complaints from members of the public regarding housing conditions, interviewing the complainant and other parties as necessary, collecting information and reporting in accordance with agreed procedures. b) Advising individuals of the requirements of the relevant legislation and attempting to reach a satisfactory conclusion. c) Investigating and reporting on statutory or other public health related nuisances and taking action as instructed. d) Contributing to the provision of training courses. e) Carrying out surveys of properties and taking subsequent appropriate action in connection with: <ol style="list-style-type: none"> i) Identification, inspection and risk assessment of Houses in Multiple Occupation (HMOs). ii) Licensing of HMOs in accordance with HMO Licensing requirements. iii) Assessment of conditions using the Housing Health and Safety Rating System in properties across all tenures and the implementation of the most satisfactory course of action. iv) The implementation of policies and procedures in relation to enforcement and advisory work. f) Assisting in the assembling of information on the conditions and improvement potential of all dwellings within the Borough. g) Investigation and survey of defective drainage and instigating remedial action as appropriate. 	

		h) Contributing to public participation meetings, manning of information centres etc. designed to publicise and promote aspects of the Division's work. This may involve working outside of 'normal' office hours, in addition this may involve travelling to venues outside of the Borough.
	2	Respond to requests for assistance regarding a range of private sector housing issues including complaints regarding disrepair and allegations of harassment and illegal eviction from members of the public, other council departments and external organisations.
	3	Manage a caseload of requests for assistance in relation to complaints regarding housing conditions or poor landlord management practices.
	4	Undertake investigations in to complaints and provide advice and assistance as required
	5	Undertake inspections of private housing, including Houses in Multiple Occupation (HMOs) using the Housing Health and Safety Rating System (HHSRS) to identify defects, deficiencies and hazards.
	6	Where necessary take action to ensure properties meet appropriate standards and compliance with the relevant legislation. This may include the preparation and service of the appropriate statutory notices, orders and demands.
	7	Prepare schedules of work where necessary which provide details of work required to bring properties up to the required standards.
	8	Organise the undertaking of work in default, including, obtaining quotations, checking returned tenders, arranging work start and completion dates, monitoring work and ensuring work is carried out to an acceptable standard.
	9	Assist in obtaining and preparing evidence in accordance with the relevant legislation.
	10	Assist in preparing prosecution case files and give evidence in Court or at Tribunals.
	11	Establish, develop and maintain partnerships with other Council departments and external organisations to ensure a collective approach to successfully deal with the issues effecting the private rented sector.
	12	Resolve landlord and tenant complaints and disputes in accordance with agreed procedures.
	13	Assist the development and distribution of publicity and information including the production of newsletters.
	14	Responsibility for procuring work, monitoring payments and budgets in accordance with agreed procedures.
3.	<p>KEY RESULTS/OBJECTIVES</p> <ul style="list-style-type: none"> To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-On-Tees Borough Council. To ensure the Council executes its statutory duties, powers and functions in respect of the management and returning to use of empty homes To promote and deliver an efficient and effective Private Sector Housing Service. Specific service, team and individual objectives as detailed in the annual Housing Unit Business Plan and Economic Growth and Development Services Service Improvement Plan. 	
4.	<p>GENERAL</p> <p>Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.</p>	

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-On-Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

STOCKTON ON TEES BOROUGH COUNCIL

CAREER GRADE

Service Grouping	EGDS
Service	Housing
Job Title	Private Sector Housing Officer
Career Grade	F,H, I, J

Progression within the Career Grade

Professional vocational qualifications are indicative of the level, breadth and depth of knowledge required to fulfil the requirements of the Private Sector Housing Officers role.

To progress within the career guide structure all the criteria must be met and there **must** be work available at the higher level. This will need to be demonstrated through a formal review of performance. This evidence will be reviewed by the Private Sector Housing Manager in the first instance and verified by the Housing Services Manager.

Possession of qualifications or time in post will not alone determine where a job holder is placed on the career grade.

When an employee believes that they meet the criteria for the next level they should raise this with their line manager in their supervision session. A formal application will be completed by the worker and will be sent to the Housing Services Manager.

Grade	Criteria (Professional)
F	<p>Entry Level Level of knowledge means post holder is demonstrably capable of working on simple casework and responding to clients basic enquiries in consultation with other Private Sector Housing Officers.</p> <p>Candidates will:</p> <ul style="list-style-type: none"> • Demonstrate an ability to communicate and work effectively across services. • Contribute to continuous development of systems of work, corporate procedures and guidance relating to private sector housing matters. • Assist in preparation of documentation with guidance of Private Sector Housing Officers, Private Sector Housing Team Leader and Private Sector Housing Team Manager. • Attend any courses or training deemed necessary for the post-holder to attain the necessary competence and knowledge. • Accurately collect statistical data for analysis or presentation to committees, panels or services. • Assist clerical support to undertake routine administration duties. • Have the ability to inspect, identify basic defects and produce schedules of work with direction and supervision • Accompany Private Sector Housing Officers to undertake inspections and site visits.
H	<p>Intermediate Level Currently studying or about to undertake study in a relevant subject and working towards qualifications that will assist with work or may have technical and procedural experience within housing/construction/regeneration/environmental health. Level of knowledge means that the post-holder will require direction when working on complex cases.</p> <p>Candidates will:</p>

	<ul style="list-style-type: none"> • Fulfil the all criteria set out in F • Respond independently to simple situations within the framework of legislation, regulations and relevant Council policies and procedures with supervision and direction. • Undertake some unaccompanied/unsupervised site visits. • Accompany Private Sector Housing Officers and represent the service at meetings, assisting in the provision of information.
<p>I</p>	<p>Higher Working towards relevant qualifications in a directly relevant subject. Knowledge and experience means that the post-holder will be demonstrably capable of applying their knowledge and experience across routine case work and certain regulations and legislation with minimum direction.</p> <p>Candidates will:</p> <ul style="list-style-type: none"> • Fulfil all the criteria set out in F & H • Be responsible for case work when investigating service requests, but require assistance and guidance in the production of statutory notices. • Respond to routine situations within the framework of legislation, regulations and relevant Council policies and procedures with minimum supervision. • Although receiving supervision and direction some responsibility and autonomy would be taken. • Be expected to represent the service at meetings and provide information and advice. • Have the ability to inspect, identify defects, assess conditions, and produce schedules of work with minimum direction and supervision. • With direction and supervision have the ability to produce more complex Notices and Orders but have the ability to produce simple Notices on their own. • Under direction and supervision the ability to contribute to investigations relating to breaches in regulations and to contribute to the preparation of prosecution case files.
<p>J</p>	<p>Practitioner Educated to NQF level 4 or equivalent in a directly relevant subject. Depth of knowledge and experience means the post-holder will be demonstrably capable of applying their knowledge and experience across casework, regulations and legislation.</p> <p>Candidates will:</p> <ul style="list-style-type: none"> • Fulfil all the criteria set out in F,H & I • Be responsible for their own casework when investigating service requests, the production of statutory notices and the preparation of prosecution case files in accordance with relevant legislation, current guidance and the requirements of the Council. • Respond independently to difficult situations within the framework of legislation, regulations and relevant Council policies and procedures. • Contribute to training/coaching and mentoring of team members. • Provide advice and guidance to other team members. • Be expected to represent the service at meetings and provide advice. • Have the ability to inspect, identify defects, assess conditions, determine most appropriate course of enforcement action, produce schedule of work without direction and supervision. • Have the ability to produce complex Notices and Orders without direction and supervision.

	<ul style="list-style-type: none">• Investigate breaches in regulations, including the ability to interview under caution, produce witness statements and ultimately produce prosecution case files.• Represent the Council at tribunals and courts and give evidence.• Be required to provide statistical information and reports.
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PERSON SPECIFICATION

Job Title/Grade	Private Sector Housing Officer	Grade F, H, I, J
Directorate / Service Area	Economic Growth and Development	Housing
Post Ref:	14291	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Grade H – Currently studying or about to undertake study in a relevant subject</p> <p>Grade I – Working towards relevant qualification in a directly relevant subject</p> <p>Grade J - Educated to NQF level 4 or equivalent in a directly relevant subject or the equivalent level of knowledge gained from demonstrable relevant work related experience.</p>	<p>Diploma or Degree in Environmental Health, Housing or Surveying.</p> <p>BTEC (ONC) Higher BTEC (HNC) or equivalent in a construction related subject.</p> <p>Successful completion of the Housing Health and Safety Rating System Practitioners Course</p>	Application form
Experience	<p>Experience in the inspection of premises, identifying defects and production of statutory notices, schedules of work, technical reports and plans.</p> <p>Experience of meeting deadlines and time management.</p> <p>Experience of issues relating to privately rented housing.</p>	<p>Practical understanding of the Housing Health and Safety Rating System</p> <p>A detailed understanding of the legislation, regulations and codes of practice relevant to taking enforcement action in relation to privately rented and privately owned housing.</p> <p>Experience of preparing and producing witness statements, case files and attending court and/or tribunals to give evidence as and when necessary.</p>	Application / Interview

	<p>Experience of managing caseloads.</p>	<p>Experience of Most Satisfactory Course of Action analysis in relation to sub-standard properties.</p> <p>Experience in setting up and interrogating database and other IT systems, including property related systems.</p> <p>Experience in project development and management.</p>	
<p>Knowledge & Skills</p>	<p>Sound knowledge of building construction practices and procedures.</p> <p>Ability to assess housing conditions using the Housing Health and Safety Rating System.</p> <p>An awareness of the legislation, regulations and codes of practice relevant to taking enforcement action in relation to improving housing conditions within privately rented and privately owned housing.</p> <p>Excellent interpersonal and communication skills.</p> <p>Good oral and written skills</p> <p>Ability to use Microsoft Office packages (Word, Excel etc.)</p> <p>Ability to read and understand floor layouts and building plans</p> <p>Ability to use associated tools and equipment.</p>	<p>A thorough understanding of the legislation that governs the improvement of privately rented and privately owned housing.</p> <p>Knowledge of legislation relating to tenancies.</p> <p>Knowledge of landlord and tenant relations.</p> <p>A detailed understanding of issues relating to privately rented and privately owned housing.</p> <p>Extensive knowledge of legislation relating to Houses in Multiple Occupation.</p>	<p>Application / Interview</p>

<p>Specific behaviours relevant to the post</p>	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Ability to prioritise and organise own workload.</p> <p>Ability to work on own initiative with minimal supervision.</p> <p>Able to work effectively and to collate and present information clearly.</p> <p>Understand the importance of accuracy and attention to detail.</p> <p>Ability to develop and maintain good working relationships with external agencies and a variety of Council Departments.</p>		<p>Application / Interview</p>
<p>Other requirements</p>	<p>Willingness to work outside normal office hours.</p> <p>Due to the role requiring frequent travel between venues across the borough, a full driving licence and access to a motor vehicle is required for this role.</p> <p>Must be able to carry out site visits.</p>	<p>Able to self-assess performance.</p>	

Person Specification dated 11 January 2018

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is

the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.