

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Finance, Development and Business Services		Service Area: Housing Services
JOB TITLE: Private Sector Housing Accreditation Officer		
GRADE: H, I		
REPORTING TO: Private Sector Housing Team Manager		
1.	JOB SUMMARY: <p>Stockton-on-Tees Borough Council is a forward thinking Local Authority. The Borough deserves ambitious thinking to deliver our vision of an economically prosperous place that is dynamic and exciting and where vibrant town centres are at the heart of our community.</p> <p>The post holder will be responsible for delivering and administering the Councils own Landlord Accreditation Scheme and also the landlord led, Private Landlords Supporting Stockton (PLuSS) scheme, (including identifying service improvement and service promotion/advertising). Working in collaboration with private sector landlords and colleagues across the Council with the aim of improving housing conditions and management standards in the Private Rented Sector. The post holder must be able to work under their own direction, calling upon support when necessary.</p>	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	Manage the Landlord Accreditation Scheme and assist to administer the PLuSS scheme on behalf of the Council, including identifying and proactively seeking out best practice and service improvement
	2.	Assist in the development, implementation and ongoing delivery of Landlord Accreditation, and to utilise a range of available tools and legislation to tackle the contributory factors to poor housing conditions and management standards, low demand issues in designated areas, including the causes and symptoms of crime and anti-social behaviour
	3.	Provide a high quality customer focused advisory service and be the first point of contact for landlords, letting agents and tenants of privately rented housing and for the wider community in relation to Landlord Accreditation (including disseminating information in relation to appropriate standards, tenancy matters, housing and other legislation)
	4.	Administer and monitor applications / and contribute to the assessment of landlord suitability for Landlord Accreditation in accordance with any prescribed timescales. Undertake validation of documentation / certificates and liaison with other Council departments and external agencies as required
	5.	Liaise with Private Sector Landlords to ensure: <ul style="list-style-type: none"> - A consistent approach is adopted in relation to property conditions - A consistent approach is adopted in relation to management standards
	6.	Resolve landlord and tenant complaints and disputes in accordance with agreed procedures. Advising individuals of; the requirements of the relevant legislation, legal obligations and attempting to achieve a satisfactory conclusion. Including working with colleagues to ensure that the tenants' rights are known, understood and respected.

	7.	Carrying out the initial survey of properties and advising upon standards required to be compliant with the SBC Landlord Accreditation and PLuSS Scheme's Codes of Conduct
	8.	Carrying out supplementary inspections of properties to ensure compliance with the standards outlined in both the SBC Landlord Accreditation and PLuSS Scheme's Codes of Conduct. Making referrals to relevant parties and taking appropriate action where compliance is not achieved
	9.	Investigating properties suspected of being rented using intelligence from members of the public, tenants, statutory and voluntary bodies. Collecting information and reporting in accordance with agreed procedures
	10.	Liaise with the Housing Options team to ensure appropriate access to the Private Rented Sector is available (to address housing need and prevent homelessness, including the implementation of a Bond Guarantee Scheme)
	11.	Organise the promotion of the Landlord Accreditation Scheme and other aspects of the teams work by: <ul style="list-style-type: none"> - Organising training events. (Landlord and team member training events and forums), Producing and distributing publicity and information (including newsletters/e-bulletins etc) - Working with the Council's Communications Team to identify press / PR opportunities - Contributing to public participation meetings, manning of information centres, etc. - This may involve working outside of 'normal' office hours; in addition this may involve travelling to venues outside of the Borough
	12.	Develop good working relationships with a range of partners (internal and external) with the aim of identifying Private Sector Landlords
	13.	Develop good working relationships with Private Sector Landlords
	14.	Develop and maintain links with other Council departments, regional and sub-regional local authorities, external agencies and individuals to maximise opportunities and improve service delivery
	15.	Contribute to effective monitoring and information recording (via Micro-soft packages and FLARE). Report on progress as/when required
	16.	Working with internal colleagues and statutory partners to gather information and intelligence. Maintaining all appropriate records which may be required by management including any data which may be required for use in connection with any legal proceedings
	17.	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post

3. GENERAL

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.

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.

Job Description dated: 4 May 2021

PERSON SPECIFICATION

Job Title/Grade	Private Sector Housing Accreditation Officer Grade H, I	
Directorate / Service Area	Finance, Development and Business Services	Housing Services
Post Ref:	POS11961	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Grade H – A / AS levels or NVQ Level 3 or equivalent. In the absence of qualifications, applicants should have demonstrable level of knowledge gained through experience and / or training in relevant areas of work.</p> <p>Grade I - Diploma or Degree in Environmental Health, Housing, Surveying or a relevant subject. In the absence of qualifications, applicants should have substantial demonstrable level of knowledge gained through considerable relevant work experience.</p>	BTEC (ONC) Higher BTEC (HNC) or equivalent in a construction related subject.	Application form
Experience	<p>Experience and knowledge in a relevant context and service.</p> <p>Experience and competence in presenting and communicating with large groups.</p> <p>Experience of managing and organising a varied and demanding workload along with the ability to prioritise</p>	<p>Recent experience of working with private landlords, landlord accreditation and rent deposit guarantees.</p> <p>Previous experience of property inspection</p> <p>Recent marketing/service promotion experience.</p> <p>Ability to participate in all aspects of project delivery and working within a structured project delivery framework</p>	Application / Interview

Knowledge & Skills	<p>Effective IT skills including Microsoft Office, word processing and the ability to understand, set up and interrogate databases.</p> <p>Excellent communication skills both verbal and written enabling communication, with a range of people, particularly public and private organisations</p> <p>Understands the diverse functions of a large complex public organisation.</p> <p>An understanding of the procedural and practical issues in the Private Sector housing service/field.</p> <p>Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the department.</p> <p>An understanding of the importance of accuracy and attention to detail.</p> <p>Confident and competent in expressing own views and an active participant in internal and external meetings.</p>	<p>Demonstrates a sound understanding of quality service delivery</p> <p>Experience of using the FLARE system</p> <p>Experience in consulting and engaging with elected members, external organisations and the wider community</p> <p>Knowledge of legislation relating to tenancies.</p> <p>Knowledge of landlord and tenant relations.</p>	
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours, which underpin the Culture Statement</p> <p>Ability to develop and maintain good working relationships with Council departments and external agencies.</p> <p>An active desire to provide effective customer centred services.</p>	<p>Experience of meeting deadlines and time management.</p> <p>Able to self-assess performance.</p> <p>Ability to manage sensitive and confidential information, and knowledge of data protection and data security, where relevant</p>	<p>Application / Interview</p>

	A collaborative, positive, flexible approach to work, self-disciplined, with high personal standards and a 'can do attitude'.		
Other requirements	<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 vary working hours to incorporate limited evening and weekend meetings as required.</p>		

Person Specification dated 4 May 2021

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.