



Job Profile

Environmental Health Officer

Salary: Grade H/J (£29,577 - £37,890)

Group: Housing, Environment & Healthy Communities

Location: Civic Centre

Service: Group Strategy and Residential Growth

Line Manager: Senior Environmental Health Officer

Car User Status: Casual

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 an Environmental Health Officer to join the team. The role includes proactive and responsive housing inspections and using the Housing Health and Safety Rating System to inform enforcement decisions, 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, 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. 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.
3. 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.
4. Carrying out housing related inspections of caravan sites and inspections for the purpose of immigration.
5. Monitoring and updating information systems, producing reports and statistical information and the identification of areas of required intervention.
6. 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.
7. 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.
8. Undertaking out of hours work as and when required.
9. Maintenance of an up to date professional knowledge of appropriate legal, technical and social issues to ensure the delivery of an effective quality service
10. Provision of professional advice, support and reports to senior management and attendance at meetings as necessary.
11. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential

Qualification:

- Degree/Diploma in an accredited Environmental Health Course
- Have achieved or be working towards Certificate of Registration with the Environmental Health Officers Registration Board
- Current driving licence or means to mobility support

Knowledge of:

- Current and emerging private sector housing related legislation, in particular the technical aspects of housing standards and nuisance related enforcement.
- Computer literate e.g. Microsoft applications.

Experience of:

- Minimum of one year experience within private sector housing and property inspection using the (HHSRS)
- 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
- Analytical skills to investigate and interpret varied and complex information, draw conclusions and make recommendations for action.
- Project leadership/design/management and improving systems of work

Desirable

Qualification:

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

Experience of:

- Inspection and regulation of Houses in Multiple Occupation (HMO)
- Rent Repayment Orders and taking action to recover enforcement action related debts owed to the Council.
- Caravan site inspection and enforcement and the implementation of the Mobile Homes Act 2013.
- Developing an evidence base for a proactive approach to deal with neighbourhood issues/problems.
- Working under pressure and with minimum direct supervision
- Employee supervision, coaching and mentoring, including performance monitoring



Competencies

Self Awareness	Is self-aware, learns continuously and adapts behaviour in response to feedback.
Personal Effectiveness	Makes things happen, operates with resilience, flexibility and integrity.
Communication	Shares and listens to information, opinions and ideas using a range of effective methods.
Delivering Results	Promotes customer focused service delivery. Plans and prioritises and learns from mistakes.
Joined Up Working	Promotes collaborative relationships with other services and colleagues in order to improve service delivery.
Improving Delivery	Seeks out the best way to deliver services, promotes innovation and learning and manages risks.
Motivating Teams and Individuals	Creates the right environment for teams and individuals to perform at their best.
Managing Team and Individual Performance	Gives clear direction and feedback to maximise performance.
Managing Diversity	Treats individuals with respect and consideration, takes employee policy and practice seriously.