

Job Title	Range	Development Route	Main Duties	Level 2 Intermediate Apprenticeship	Level 3 Advanced Apprenticeship	Level 4 Higher Apprenticeship
Private Sector Housing & Adaptations Apprentice	Apprentice Grade	Internal Apprenticeship Programme	To learn and develop the skills to work with various teams in delivering services to Medway Council residents. To develop a wide range of skills and experience in all aspects of housing	First year Salary: £236.80 per week Apprenticeships are a mixture of 'on' and 'off' the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship. You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion.	First year Salary: £236.80 per week	First year Salary: £236.80 per week
Job Title	Range	Development Route	Main Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Private Sector Housing & Adaptations Technical Assistant	Range 2	NVQ Level 1 & 2	See Job Profile for full duties. Main duties include: To assist in the day to day running of the Private Sector Housing Service, giving advice and information to other Medway Council departments, Medway residents, landlords, agents and other key professionals. To assist in providing advice to the general public with regards to all aspects of Private Sector Housing.	Salary: £22,597 Required for this level Qualifications 5 GCSE's grade 4-9 (or equivalent) including English and Maths Knowledge - Computer literate – Knowledge of and competent in the use of Microsoft Office packages, with ability to become proficient in the use of other bespoke software packages Experience - Experience of working within a customer facing office environment Skills - Proficient understanding of Microsoft Word, Excel, Outlook and TEAMS - Ability to independently organise own workload without day to day assistance	Salary: £23,299 In addition to levels 2A Qualifications - NVQ Level 1 Customer Service Practitioner - Competency certificate for the use of Ferret means testing Knowledge - Good knowledge and understanding of the Housing Service Experience - Minimum of 1 year previous office experience - Experience of finance/data administration Skills - Ability to record concise information in relation to cases and relay this to PSH Technical Officers - Demonstrable understanding of team finance procedure	Salary: £24,000 In addition to levels 2A and 2B Qualifications - NVQ Level 2 Customer Services Practitioner Knowledge - Good knowledge and understanding of Private Sector Housing responsibilities Experience - Experience of providing support to each service area within Private Sector Housing Skills - Ability to proficiently use the Corporate financial database for all areas of the PSH team - Ability to maintain financial spreadsheets held by the PSH team

				Ability to deal with difficult and potentially conflict situations both face to face and on the telephone		
Job Title	Range	Development Route	Main Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Private Sector Housing Technical Support Officer	Range 3	NVQ level 3 Customer Service Practitioner	See Job Profile for full duties. Main duties include: Provide the day to day running of the Private Sector Housing Service, giving advice and information to other Medway Council departments, Medway residents, landlords, agents and other key professional. To support the team with large complex ongoing projects. To provide advice to the general public with regards to all aspects of Private Sector housing	Salary: £24,525	Salary: £26,897	Salary: £29,268
				Required for this level (in addition to all previous levels) <u>Qualifications</u> 5 GCSE's grade 4-9 (or equivalent) including English and Maths - NVQ Level 2 Customer Service Practitioner or a minimum of 2 years customer service experience <u>Knowledge</u> - Computer literate – knowledge of and competent in the use of Microsoft Office Packages, with an ability to become proficient in the use of other bespoke software packages <u>Experience</u> - Experience of working within a customer facing office environment <u>Skills</u> - Proficient in the use of Microsoft Word, Excel, Outlook and TEAMS	In addition to levels 3A <u>Qualifications</u> - Competency certificate for the use of Ferret means testing systems and means testing regulations <u>Knowledge</u> - Knowledge and understanding of the Housing Service areas to be able to signpost appropriately - Excellent knowledge and understanding of Private Sector Housing responsibilities - Good Knowledge and understanding of financial reports <u>Experience</u> - A minimum of 2 years previous office experience - Experience of Finance/data administration - Experience of analysing financial data to ensure accuracy - Experience of providing support to each service area within Private Sector Housing <u>Skills</u> - Act as team advocate with members of the public	In addition to levels 3A and 3B <u>Qualifications</u> - Holding certification in Housing Health and Safety Rating System - NVQ Level 3 Customer Service Practitioner <u>Knowledge</u> - Extensive knowledge of HMO licensing application process - Extensive knowledge of Disabled Facilities Grant application process - Extensive knowledge in creating accurate financial reports using Council finance systems. <u>Experience</u> - Experience of generating reports assisting with overall team performance monitoring - A minimum of 2 years experience of providing support to a HMO or Adaptations service - Experience of using financial systems and providing accurate financial data <u>Skills</u> - Ability to proficiently use the Corporate financial database for all areas of the PSH team

				- Ability to independently organise own workload without day to day assistance. - The ability to deal with difficult and potentially conflict situations both face to face and on the telephone.	- Ability to record concise information in relation to cases and relay this to PSH Technical Officers - Ability to use financial systems - Ability to report accurate data to Management	- Ability to proficiently create and maintain financial spreadsheets held by the PSH team. - Ability to proficiently create accurate financial reports for monthly budget forecasts - Ability to provide accurate and detailed advice to customers regarding HMO licensing and DFG application process.
Job Title	Range	Development Route	Main Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Private Sector Housing Technical & Adaptations Officer	Range 4	Qualification in Housing, Environmental Health, building, surveying or property-based qualification	See Job Profile for full duties. Main duties include: To investigate complaints of poor housing conditions and undertake inspections of private sector housing to assess potential hazards under the Housing Health and Safety Rating System. Provide advice to owners, tenants and landlords on property condition, minimum standards and guidance on assistance available in the form of possible grants or loans where appropriate. Serve and monitor compliance with legal notices, and if required, prepare offence case reports.	Salary: £29,793 Required for this level <u>Qualifications</u> - Qualified HHSRS practitioner <u>Knowledge</u> - Knowledge and understanding of the Housing Act 2004 and associated legislation/guidance <u>Experience</u> - Experience in assessing homes using HHSRS - Experience of dealing with difficult and potentially conflict situations both face to face and on the telephone	Salary: £32,602 In addition to levels 4A <u>Qualifications</u> - Competency certificate for the use of Ferret means testing systems and means testing regulations - Continuing Professional Development (CPD) <u>Knowledge</u> - Comprehensive understanding of the Housing Act 2004 and an ability to implement - Comprehensive understanding of delivery of Disabled Facilities Grants in line with current legislation <u>Experience</u> - Comprehensive experience in assessing homes using HHSRS - Experience in producing clear and concise schedules of work and associated enforcement notices/action - Experience of negotiating with owners, agents and Home Improvement Agency. An ability to deal with members of the community, landlords, agents and council officers	Salary: £35,410 In addition to levels 4A and 4B <u>Qualifications</u> - A suitable qualification in Housing, Environmental Health, building, surveying or equivalent practical experience or property-based qualification <u>Knowledge</u> - In depth knowledge of the Housing Act 2004 and an ability to implement with knowledge of major adaptations in excess of £30k <u>Experience</u> - Experience of preparing of case reports in circumstances where there is a requirement for attendance at Court or Residential Property's Tribunal or where there is Local Government Ombudsman involvement - Experience of financially monitoring each individual DFG/Enforcement case by using the Councils' finance system. This includes raising of purchase order numbers, preparing invoices for payments and contractor set ups.

				Skills - Competent in the use of Microsoft Word, Excel, Outlook and TEAMS - Full valid driving license for use in the UK and access to own transport for work purposes	Skills - Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences - Ability to work independently, making decisions without referring to a supervisor/line manager where necessary - Ability to manage time effectively, planning your workload and setting appropriate objectives and deadlines	- Experience of checking estimates for value for money and accuracy. This requires continuous monitoring. Be able to advise the Service Manager of the budget position. - Experience of working with Adult and Children's Social care - Experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary Skills - Ability to attend court and tribunal proceedings - Training of staff members
Job Title	Range	Development Route	Main Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Private Sector Housing Senior Technical & HMO Officer	Range 5	A BSc or MSc qualification in Environmental Health	See Job Profile for full duties. Main duties include: To assist with the effective delivery of Medway Council's Service Requests/Disrepair compliance, HMOs and corporate plans. To raise and maintain operating standards in Housing throughout Medway, by working effectively and collaboratively with owners, landlords, letting and management agents and tenants to achieve this. Supervise and support individuals within the Service Request/Disrepair HMO team to ensure the optimal performance of the	Salary: £35,935	Salary: £38,775	Salary: £41,614
				Required for this level Qualifications - Qualified HHSRS practitioner Knowledge - Comprehensive knowledge of the Housing Act 2004 and associated legislation/guidance to include but not limited to The Environmental Protection Act, Housing Act 1985,	In addition to level 5A Qualifications - Certificate of competency for the use of Ferret means testing systems and means testing regulations - Continuing Professional Development (CPD) Knowledge - Knowledge of court and tribunal proceedings including liaising with Legal Services - Excellent knowledge of Disabled Facilities Grants	In addition to levels 5A and 5B Qualifications - A BSc or MSc in Environmental Health and be EHRB registered and/or on the CIEH Professional Register as a Chartered or Registered Environmental Health Professional Knowledge - Comprehensive understanding of working with Adult and Children's Social care - Comprehensive knowledge and understanding of conducting PACE interviews under caution

			team and all outputs are managed and delivered with agreed timescales. To ensure planning of adequate resourcing to meet objectives. To Assist the manager and team leader in the Monitoring of income and expenditure.	Landlord and Tenant Act 1987, Housing and Planning Act 2016. • Knowledge of undertaking of officer case reviews to assist with the Performance Appraisal process • Excellent technical knowledge relating to all areas of private sector housing • Excellent knowledge of triaging service requests received based upon information supplied Experience • Minimum of three years experience of the full range of private sector housing. • Sound experience of supervising a team Skills • Proficient in the use of Microsoft Word, Excel and Outlook • Full valid driving licence for use in the UK and access to own transport for work purposes • Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands • Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working • Ability to use written and oral communication skills to present varied information in an	Experience • Experience of undertaking a wide range of enforcement action for Service Request/Disrepair and HMOs • Experience of producing concise statistical reports relating to officer performance to assist in policy and procedures development for the team. • Experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway. Skills • Ability to carry out tasks and proving general information, advice and guidance on internal procedures relating to finance • Ability to undertake some direct responsibility for the management, supervision, co-ordination or training of other employees • Ability to act up and cover for the PSH Team Management	Experience • Experience of ensuring compliance of enforcement actions undertaken by the team, keeping housing conditions under review and identifying actions officers may need to take under a range of statutory provisions. • Experience and understanding of budgets and Council's computer-based finance systems (or similar) in order to run financial reports for income and debt. • Experience of organising specialist team operations. This will involve strategic planning and coordination of services along with project managing the task to completion Skills • Ability to thoroughly analyse information and reviewing of team procedures • Ability to organise specialist team operations. This will involve strategic planning and coordination of services along with project managing the task to completion.
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				understandable way to a range of audiences • Ability to work within defined procedures and to work independently, using initiative to deal with situations and difficult problems		
Job Title	Range	Development Route	Main Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Private Sector Housing & Adaptations Team Leader	Range 6	Registered Environmental Health Professional Level 3 Team Leader Supervisor Apprenticeship	See Job Profile for full duties. Main duties include: To oversee the day to day running, support and management of the Private Sector Housing and Adaptations team, deputising for the Private Sector Housing Manager as and when required. To line manage the Private Sector Housing team, undertaking performance management activities, such as 1-1s and performance appraisals. To oversee the development and implementation of the Council's housing initiatives, including those relating to Houses in Multiple Occupation (HMOs), HMO licensing scheme and the licensing of mobile home and caravan sites.	Salary: £42,139	Salary: £44,915	Salary: £47,691
				Required for this level <u>Qualifications</u> • A suitable qualification in housing, environmental Health or Building Surveying or equivalent practical experience • Qualified HHSRS practitioner <u>Knowledge</u> • Comprehensive knowledge of the Housing Act 2004 and associated legislation/guidance to include but not limited to The Environmental Protection Act, Housing Act 1985, Landlord and Tenant Act 1987, Housing and Planning Act 2016, Housing Grants Construction and Regeneration Act 1996 and Mobile Homes • Conversant in all relevant statutory legislation, procurement regulations and has an application of GDPR Regulations • Technical knowledge relating to all areas of private sector housing	In addition to level 6A <u>Qualifications</u> • Competency certificate for the use of Ferret means testing systems and means testing regulations • Continuing Professional Development (CPD) <u>Knowledge</u> • Knowledge relating to the development of effective procedures and controls to support the needs and requirements of the service ensuring it acts with integrity and in accordance with relevant legislation • Knowledge of case management, case progression and being in a position to sign off legal case files in accordance with law and governance arrangements • Knowledge and understanding of Local Authority funding and financial measures • A good understanding of budgets and Council's computer-based finance systems (or similar) in order to run financial reports for income and debt	In addition to levels 6A and 6B <u>Qualifications</u> • A BSc or MSc in Environmental Health and be EHRB registered and/or on the CIEH Professional Register as a Chartered or Registered Environmental Health Professional • Level 3 Team Leader Supervisor Apprenticeship <u>Knowledge</u> • Comprehensive understanding of conducting PACE interviews under caution and enforcement actions to provide support to PSH Technical Officers • Comprehensive understanding of delivering work priorities to meet service standards and key performance indicators • An understanding of developing innovative solutions to promote the private sector housing functions. • Comprehensive understanding of budgets and Council's computer-based finance systems (or similar) in order to run financial reports for income and debt

				Experience • Minimum of one years' experience of the full range of private sector housing in a supervisory capacity • Experience of effectively managing and directing a team responsible for enforcing standards within private sector housing • Experience of case management, case progression and being able to sign off legal case files in accordance with law and governance arrangements Skills • Proficient in the use of all Microsoft office applications • Full valid driving license for use in the UK and access to own transport for work purposes • Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands. • Strong analytical and judgement skills to assess situations, solve difficult problems and ability to adapt to new ways of working • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Ability to understand the Corporate complaints system and respond to enquiries appropriately • Ability to work within defined procedures and to work	Experience • Proven experience of developing and maintaining multi agency relationships and partnership relationships • Experience of promoting community development i.e. attending landlords forum and other forums, cross networking, working collaboratively and building sustainable relationships for the future of Medway • Experience of staff management and supervision, including setting clear objectives, recording absence, employee performance appraisals and reviews, and where necessary undertake performance management measures in relation to performance related matters • Experience of providing general information, advice and guidance on internal procedures relating to finance Skills • Ability to carry out tasks and/or provide guidance on internal procedures, relating to employees and interpret them based on the needs of individual situations. • Ability to undertake direct responsibility for line managing others, providing direction, monitoring progress and empowering them to achieve objectives • Ability to carry out regular competency testing with officers, implementing of corrective actions and recommending potential improvements.	Experience • Experience of keeping housing conditions under review as per Medway Council Enforcement Policy • Experience of mapping out team targets in line with service plan with continued monitoring to ensure successful completion • Experience of thoroughly analysing information and reviewing of team procedures Skills • Proficient partnership collaboration and organisational skills involving strategic planning and coordination of services along with project managing the task to completion. • Ability to monitor and maintain service budgets to ensure remains within budget limits
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				independently, using initiative to deal with more complex situations		
Job Title	Range	Development Route	Main Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Private Sector Housing & Adaptations Manager	Range 7	Management Qualification	See Job Profile for full duties. Main duties include: To be responsible for the planning, coordination and delivery of private sector housing services across Medway by commissioning or direct provision. To manage, coordinate and direct the operational management of the Private Sector Housing and Adaptations Team to ensure quality service delivery and value for money. And operate using the full range of legislative powers available. To be responsible for developing policies, strategies and projects in relation to interventions in private sector housing in Medway.	Salary: £48,216 Required for this level <u>Qualifications</u> • Hold a degree • Qualified HHSRS Practitioner <u>Knowledge</u> • Comprehensive knowledge of the Housing Act 2004 and associated legislation/guidance to include but not limited to The Environmental Protection Act, Housing Act 1985, Landlord and Tenant Act 1987, Housing and Planning Act 2016, Housing Grants Construction and Regeneration Act 1996 and Mobile Homes. • Conversant in all relevant statutory legislation, procurement regulations and has an application of GDPR Regulations. • Knowledge of court and tribunal proceedings • Knowledge of case management, case progression and being in a position to	Salary: £50,588 In addition to level 7A <u>Qualifications</u> • Competency certificate for the use of Ferret means testing systems and means testing regulations. • Continuing Professional Development (CPD) <u>Knowledge</u> • An understanding of Local Authority funding and financial measures • Comprehensive understanding of the Medway Council complaints process, including Ombudsman • Comprehensive understanding of delivering work priorities to meet service standards and key performance indicators • Knowledge of developing innovative solutions to promote the private sector housing functions. • Comprehensive understanding of working with Adult and Children's Social care • Comprehensive understanding of delivering work priorities to meet	Salary: £52,959 In addition to levels 7A and 7B <u>Qualifications</u> • A suitable qualification in a range of service areas such as Housing, Environmental Health, building, surveying and equivalent practical experience or property based qualification. • Management qualification of Level 5 or above Team Leader Supervisor qualification <u>Knowledge</u> • Comprehensive understanding of conducting PACE interviews under caution and enforcement actions to provide support to PSH Technical Officers • A comprehensive understanding of developing innovative solutions to promote the private sector housing functions. • Comprehensive understanding of the Environmental Protection Act, Local Government miscellaneous provisions • Knowledge of and support the growth of the private sector housing offer ensuring properties are safe for occupation, landlords comply with legislation and that residents behave in accordance with civic pride

				sign off legal case files in accordance with law and governance arrangements. Experience • Minimum of three years' experience of the full range of private sector housing in a supervisory capacity • Ability of effectively managing and directing a team responsible for enforcing standards within private sector housing. • Experience of case management, case progression and being in a position to sign off legal case files in accordance with law and governance arrangements • Comprehensive experience in assessing homes using HHSRS • Experience of staff management and supervision, including setting clear objectives, recording absence, employee appraisals and reviews, and where necessary undertake performance management measures in relation to performance related matters. • Comprehensive experience and understanding of budgets and Council's computer-based finance systems (or similar) in order to run financial reports for income and debt. Skills • Proficient in the use of Microsoft Officer applications • Full driving valid license for use in the UK and access to own transport for work purposes • Ability to deal with a reasonable level of work-related pressure, for example	service standards and key performance indicators. • Understanding of Council objectives and implementation of service plans Experience • Proven experience of developing and maintaining multi agency relationships and partnership relationships. • Experience in supervising the producing clear and concise schedules of work and associated enforcement notices/action. • Experience of negotiating with owners, agents and Home Improvement Agency. An ability to deal with members of the community, landlords, agents and council officers • Keeping housing conditions under review as per Medway Council Enforcement Policy • Comprehensive knowledge of budgets managed by the service • Demonstrate the ability to map out team targets in line with service plan with continued monitoring to ensure successful completion • Experience in setting PI and ensuring service is meeting objectives set • Able to identify required policies or policy changes and implement these across the service • Experience of providing general information, advice and guidance on internal procedures relating to finance • Experience of thoroughly analysing information and reviewing of team procedures Skills • Ability to carry out tasks and/or provide guidance on internal procedures, relating to employees and interpret them based on the needs of individual situations. • Ability to communicate effectively through a range of methods including,	• Knowledge of driving local improvements by ensuring the most appropriate course of action is taken in respect of noncompliance. Experience • Experience of supporting staff to prepare case reports in circumstances where there is a requirement for attendance to Court or Residential Property Tribunal or where there is Local Government Ombudsman involvement. • Experience of applying the Environmental Protection Act, Local Government miscellaneous provisions • Comprehensive experience of the audit process and applying resulting actions/changes • Experience of developed innovative solutions to promote the private sector housing functions, e.g licensing of properties. • Experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary Skills • Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies • Ability to analyse data on team performance to identify best practice and service improvements
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				working to tight deadlines, dealing with interruptions and/or conflicting demands. • Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Ability to understand the Corporate complaints system and respond to enquiries appropriately • Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems • Ability to undertake direct responsibility for line managing others, providing direction, monitoring progress and empowering them to achieve objectives	performance reports using numerical data, and briefing papers on private sector housing matters. • Ability to oversee specialist team operations involving strategic planning and coordination of services along with project managing the task to completion. • Ability to monitor and maintain service budgets to ensure remains within budget limits	
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