

## Job Description

Job title	Private Sector Housing Technical and Adaptations Officer
Directorate	PLACE : Regeneration, Community and Culture
Division	Housing
Range	MPR 4
Reports to	Private Sector and Adaptations Team Leader

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### Main purpose of the job:

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 (HHSRS).

Inspection of HMOs in relation to the Council's licensing function, management regulations and to assess Housing conditions in relation to the Health and Safety Rating.

Prepare letters notices and schedules of work necessary to bring properties up to current statutory and Council standards and take appropriate enforcement action to secure necessary improvements to reduce or remove Category 1 / 2 hazards using the most appropriate legislation. To assist in providing an effective advisory enforcement, and renewal service to fulfil statutory and other obligations in housing and associated legislation.

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.

To undertake visits to client's homes to facilitate the adaptation process with the view to inspection of the property, structural advice about the feasibility of adaptations, advice about the process and timescales involved in applying for grant assistance.

To provide technical advice for Housing Adaptations and assist in the management of the Disabled Facilities Grants (DFG) process and all other adaptations funded through the Adaptation Service within Private Sector Housing.

To be conversant with the Council's Housing Policy, develop good links with Housing Colleagues, to be able to advise clients and other professionals of the possible options available in terms of adaptations options, alternative accommodation, funding for shared ownership schemes etc.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

## Accountabilities and outcomes:

Inspect properties using HHSRS to ensure they are free from Category 1 Hazards and take appropriate action to remove or reduce Hazards from properties.

Inspect HMO's to ensure that management regulations are met and properties are compliant.

Inspect homes to ensure that adaptations have been carried out to the appropriate standard and meet the customers' needs.

Ability to use the relevant IT systems, to keep accurate records of the case files and ensure that each case can be tracked.

Prepare letters notices and schedules of work necessary to bring properties up to current statutory and Council standards and take appropriate enforcement action to secure necessary improvements. Ability to understand specifications for works and/or working drawings.

Ability to provide statistical and monitoring data, to outline, both the current position and timescales involved in case management.

To assist with the processing of the early financial assessment (EFA) for the DFG process to confirm eligibility. To be able to assist clients in the process of completing application forms and taking on the role of supporting the client through the process should this be required to ensure information received is accurate.

Responsibility for 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. Ability to check estimates for value for money and accuracy. This requires continuous monitoring. Be able to advise the Service Manager of the budget position.

Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

## Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Organisation:

This role reports to the Private Sector and Adaptations Team Leader

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

## Person Specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

- Qualified HHSRS practitioner

#### Level B (in addition)

- Competency certificate for the use of Ferret means testing systems and means testing regulations

#### And/or

- Continuing Professional Development (CPD)

#### Level C (in addition)

- A suitable qualification in Housing, Environmental Health, building, surveying or equivalent practical experience or property based qualification

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### Knowledge

#### Level A

- Understanding of the Housing Act 2004 and associated legislation/guidance

#### Level B (in addition)

- Comprehensive understanding of the Housing Act 2004 and an ability to implement
  - Experience of working within an adaptations field and knowledge of Disabled Facilities Grants

#### Level C (in addition)

- Experience of working with Adult and Children's Social care
  - Knowledge of court and tribunal proceedings

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### Experience

#### Level A

- Comprehensive experience in assessing homes using HHSRS
- The ability to deal with difficult and potentially conflict situations both face to face and on the telephone.

#### Level B (in addition)

- 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

#### Level C (in addition)

- Preparing of 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.
- Responsibility for 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. Ability to check estimates for value for money and accuracy. This requires continuous monitoring. Be able to advise the Service Manager of the budget position.

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## Skills

#### Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Full driving valid license for use in the UK and access to own transport for work purposes

#### Level B (in addition)

- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
- Demonstrable ability to work independently within defined procedures, and work outside of procedures, 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.

#### Level C (in addition)

- Training of staff members
- Demonstrable experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary