

Job Description

Job title	PSH Senior HMO & Technical Officer
Directorate	PLACE : Regeneration, Community and Culture
Division	Housing
Range	MPR 5
Reports to	Private Sector and Adaptations Team Leader

Main purpose of the job:

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.

Directly line manage, supervise and support individuals within the Service Request/Disrepair HMO team to ensure the optimal performance of the 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.

To encourage, support and advise other members of the wider Private Sector Housing (PSH) team ensuring the prompt resolution of all work-related matters. Provide support to the PSH Manager and Team Leader acting as cover for them in their absence to help ensure the effective operation of the team.

Oversee the preparation of files for Financial Penalty Notices (FPN) and Legal cases for prosecution. Ensure that current and new/proposed Legislation is up to date, maintained and implemented within the team. Advise manager and team leader of any gaps in technical and CPD training for all members of the team.

Continue the team's joint working and partnerships with both internal and external partners, working collaboratively together and building sustainable relationships for the future. Run regular monthly reports on performance, enforcement, and income from enforcement.

To work effectively with a wide-range of stakeholders; Councillors, Elected Members, and dealing with MP enquiries and complaints. You will investigate and prepare draft responses for complaints received in regards to the level of service provided and/or members of your team and Freedom of Information requests for the manager or Team Leader.

To assist in the delivery of a specialist, enforcement, renewal, to fulfil statutory and other obligations to ensure properties in the private sector comply with national standards.

You will have regular contact with landlords, advice organisations e.g. CAB, Partnership Agencies and other Council teams and will need to be able to explain the Council's policies, procedures, and national legislation to ensure all stakeholders are aware of their rights and responsibilities with regards to improving housing standards and adaptations.

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

Accountabilities and outcomes:

< List the key accountabilities along with outcomes, commencing each with an action verb and describing what is done and why, e.g.: "Manage and develop the joint consultative and negotiation

Manage and lead on complex project led work and coordinate distinct service areas as required. This may include corporate and professional issues.

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

Monitor and review officer letters, notices and schedules of work necessary to bring properties up to current statutory and Council standards and provide guidance in the appropriate enforcement action to secure necessary improvements.

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

Monitoring of service requests and allocations of cases to Officers.

Responsibility for financially monitoring DFG/Enforcement cases by using the Councils' finance system. This includes ensuring that enforcement processes are followed through the service of invoices and raising of Section 49s. This requires continuous monitoring. Be able to advise the Service Manager of the budget position on a monthly basis.

To assist with keeping accurate budget figures for the various budgets which are held by the department. Be able to advise the Service Manager of the budget and statistical position in the absence of the department manager and team leader.

As required, to be responsible for the use of equipment available within the section, and to train and assist team members in the effective use of equipment.

Assist in conducting reviews and developing services to achieve high-quality service provision.

To assist in the preparation of legal bundles including inspections, reports, evidence gathering, interview, witness statements.

To represent the authority at courts and tribunal and enquiries.

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 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
 - Minimum of three years experience of the full range of private sector housing.

Level B (in addition)

- Competency certificate for the use of Ferret means testing systems and means testing regulations
 - Continuing Professional Development (CPD)
 - Undertake Management training series delivered by Workforce Development
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Level C (in addition)

- 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

Level A

- 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.
 - Undertaking of officer case reviews to assist with the PDR process
 - Ability to triage service requests received based upon information supplied
 - Ability to understand Corporate complaints system and respond to enquiries appropriately

Level B (in addition)

- Knowledge of court and tribunal proceedings including liaising with Legal Services
 - General knowledge of Disabled Facilities Grants

Level C (in addition)

- Comprehensive understanding of working with Adult and Children's Social care
 - Comprehensive understanding of conducting PACE interviews under caution

Experience

Level A

- Able to demonstrate technical knowledge relating to all areas of private sector housing
- Demonstrate ability of supervising a team

Level B (in addition)

- Demonstrable experience of undertaking a wide range of enforcement action for Service Request/Disrepair and HMOs
- Producing concise statistical reports relating to officer performance to assist in policy and procedures development for the team.
- Demonstrable experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway.

Level C (in addition)

- Ensure compliance of enforcement actions undertaken by the team, keep housing conditions under review and to identify actions officers may need to take under a range of statutory provisions.
- An understanding of budgets and Council's computer-based finance systems (or similar) in order to run financial reports for income and debt.

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
- Demonstrable ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands.
- Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working
- Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems

Level B (in addition)

- Demonstrable ability to carry out tasks and/or advise on internal procedures.
- Demonstrable experience of providing general information, advice and guidance on internal procedures relating to finance
- Demonstrable ability to undertake some direct responsibility for the management, supervision, co-ordination or training of other employees.

Level C (in addition)

- Demonstrable experience of thoroughly analysing information and reviewing of team procedures
- Organising of specialist team operations. This will involve strategic planning and coordination of services along with project managing the task to completion.