



Career Progression Framework Guide
Private Sector Housing



Contents

Private Sector Housing Career Progression Framework	3
What is the Private Sector Housing Career Progression Framework	4
How might you use the Career Progression Framework?	6
Are you a browser, a thinker, a mover or a supporter?	7
How the Framework is organised	8
Evidence required to progress through the Framework:	
Technical Assistant.....	9
Technical Support Officer.....	9
Technical Officer.....	11
Senior Technical Officer.....	12
Team Leader.....	13
Team Manager.....	14
Meet the Private Sector Housing team	15

What should the Career Progression Framework be used for?

- Reflecting on opportunities and career pathways within your own job profession
- Considering career and progression options across other professions, or the wider organisation
- Understanding behaviours linked to a successful career
- Thinking about transferable skills and personal strengths
- Identifying your skills and experience gaps in reference to career progression
- Building a personal development plan
- Preparing for development or career conversations
- Learning more about colleagues and how they have successfully navigated their careers

Private Sector Housing Career Progression Framework

The Private Sector Housing (PSH) Career Progression Framework is designed to help staff have better career conversations, plan meaningful development and to experience fulfilling careers. This supports our long-term strategy, Employee Value Proposition and Medway Council's commitment to valuing staff. These frameworks will also help with recruitment and retention as well as support managers with succession planning.

Having career progression frameworks provides one place where individuals can gain an understanding of the skills and experience needed in each role.

For some individuals thinking about their career in a professional context will be familiar, but for others it will be a shift. Integrating the frameworks into the employee experience at the right points offers a real opportunity for all individuals to actively map out their own career progression journey, as they understand how to gain skills, experience and identify the right learning for themselves in a structured way and at the right time.

For information on Career Frameworks and pathways in other areas within Medway Council, please search for 'Career Frameworks' on the Council's Intranet site, [MEDSPACE](#).

The Framework provides the following information within each job profession:

- Qualifications, Knowledge, Experience and Skills at professional levels within job professions
- Transferable skills and competencies associated with each professional level
- Development activities that may support vertical and lateral career progression

The PSH Career Progression Framework should not be considered as an exhaustive resource, or as a guarantee of progression along any defined career pathway, but rather as a tool to support you to consider, discuss and plan your career and development at Medway Council.

What is the Private Sector Housing Career Progression Framework?

The framework is a development tool designed to support your thinking about career progression and development with the Private Sector Housing team. It provides clarity and detail about the different job, signposts potential opportunities to seek out for personal and professional development and highlights skills against each role.

Career progression frameworks are a key element of supporting individuals to grow and develop their career within a profession, which in turn supports creating career pathways across Medway Council.

Job Profession: PSH Technical Assistants

The Technical staff within the PSH team are highly capable and experienced in assisting in the provision of a comprehensive technical, administrative and customer care service, delivering the PSH functions working with compliance systems, processes and procedures.

Staff within this job profession maybe in a more generalist role, however, staff have the opportunity of diversifying and transferring to the Technical Officer framework.

Job Profession: PSH Technical & Adaptations Officer

The Private Sector Housing team provides services, support and advice to homeowners, private landlords and private rental tenants.

The private sector housing enforcement team provides statutory services and advice to private landlords and private rental tenants. Our work has an impact upon the health and protection of Medway residents and we work to remedy inadequate housing conditions. We also licence mobile home sites and houses in multiple occupation and ensure that management regulations are met within these properties.

The main elements of the job role are 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 (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.

Job Profession: Senior Technical & HMO Officer

The PSH Senior Technical Officer role is to assist with the effective delivery of Medway Council's Service Requests/Disrepair compliance, HMOs and corporate plans. The Officer will 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.

The Officer is also responsible for supervising and supporting individuals within the Service Request/Disrepair HMO team to ensure the optimal performance of the team and all outputs are managed and delivered within agreed timescales.

Job Profession: Team Leader

This experienced officer will oversee the day to day running, support and management of the Private Sector Housing and Adaptations team and deputising for the Private Sector Housing Manager as and when required.

They are responsible for co-ordinating the Better Care Fund budget, overseeing the administration of Disabled Facilities Grants and other discretionary financial assistance. They will oversee the Council's interpretation of guidance relating to the Housing Health and Safety Rating System (HHSRS), its implementation and enforcement whilst providing professional advice and guidance principally covering Housing Act 2004, other relevant legislation and good practice.

Job Profession: Team Manager

The Team Manager is responsible for the planning, coordination and delivery of private sector housing services across Medway by commissioning or direct provision.

They will manage, coordinate and direct the operational management of the Private Sector Housing and Adaptations Team to ensure a quality service delivery and value for money. And operate using the full range of legislative powers available. The Manager will represent the service in liaising with both internal and external agencies, senior officer and elected members where appropriate.

How might you use the Career Framework?

The PSH Technical & Adaptations Officer Career Progression Framework aims to support your career. It provides clear and consistent information to help you to develop and to plan your progress.

Depending on where you are in your career journey, the Framework can be used to inform conversations with your line manager by providing a foundation for discussions about your ongoing training and development needs, or preparation for the next stage in your career.

For Individuals:

You will be able to use the available frameworks to identify the knowledge, skills and experience you need at any point in time for any given professional role. You will clearly be able to see how you can progress within each role as well as how to progress through the career framework.

The frameworks will support you to plan and manage your own career, helping you plan your learning journey to support your career aspirations.

The frameworks will help you take control of and steer your development conversations more effectively, so they reflect your professional priorities and needs.

An understanding of the professional technical, qualifications and/or experience needed for a role will also support you if you want to look for a career move, as the professional requirements are reflected in the role profile and feature in the recruitment process.


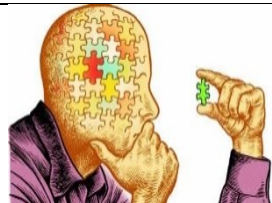


For Managers:

The frameworks will help you structure discussions with individuals in your team, providing a narrative for you to use in career development conversations.

The frameworks provide a way to build a joint understanding of individual's professional expectations.

Using frameworks that reflect the Job Role Profiles help inform the recruitment process and can help ensure you get the right person in post, at the right level and with the right skills.

Are you a browser, a thinker, a mover or a supporter?

How can you use the Career Progression Framework?			
			
Browsers	Thinkers	Movers	Supporters
<p>Are you reflecting broadly on a career with Medway Council?</p> <p>If so, use the framework to look at the kinds of experiences and development you might need to join different job professions at different ranges.</p> <p>You may also be interested in transferable skills to see what pathway best suits you.</p>	<p>Are you thinking about your longer-term career and may be deliberating between a few directions?</p> <p>If so, you can use the framework to understand how to gain the kind of experience you need to progress your longer-term ambitions.</p> <p>You can gain insight into the kinds of development you might consider to take action</p>	<p>Are you ready to progress, you know exactly where you want to go?</p> <p>If so, you can use this framework to gain information for your next move.</p> <p>You can locate the professional job role and level you are interested in and find relevant information on job titles, experience, skills, and development.</p>	<p>Are you a manager, a coach, a mentor or a supportive friend?</p> <p>If so, you can use the framework to recruit, inspire and develop staff through meaningful conversations, even if you are not a subject matter expert in the professional field.</p>

How the Framework is organised

This framework is organised in the following way:

Job profession

A job profession represents a group of jobs that have similar professional characteristics. Although the level of responsibility will differ, the essential nature of activities carried out is consistent across the profession and there is a reasonable expectation that people would progress within the profession between levels.

This framework covers the following job profession(s):

Private Sector Housing

A single job profession tends to represent an area of specialist expertise, described at different role levels.

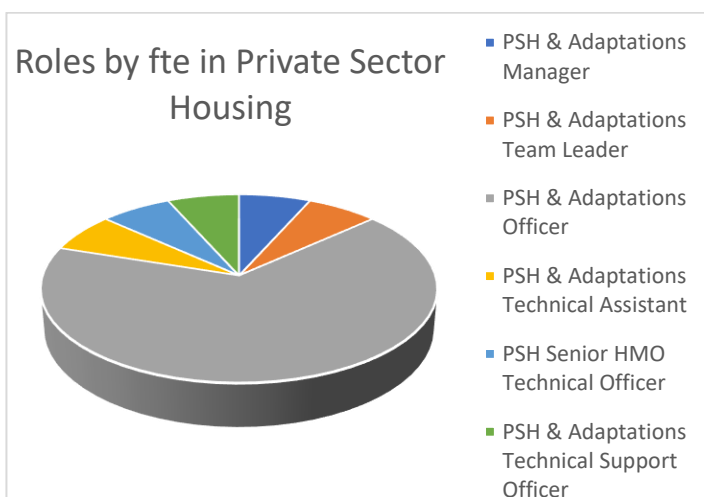
Some job roles may combine more than one job profession, meaning that the post holder has expertise in more than one specialism. In these circumstances, consider how your role is reflected in one or a combination of professions, and how you would like to build your career going forward. Consider where you would like to focus your energies in building experience in your area of interest and potentially increasing your specialisation within a certain profession. Use the information in the framework relating to development and transferable skills and competencies to support your thinking.

Within the Private Sector Housing profession there are six roles.

Technical Assistant, Technical Support Officer, Housing Technical & Adaptations Officer, Senior HMO Technical Officer, Housing & Adaptations Team Leader and Housing & Adaptations Manager

Officers within this profession have specialisms in the following areas:

- Houses in Multiple Occupation – licensing and enforcement
- Poor housing/decent homes – education and enforcement of housing standards within the private rented sector
- Caravan Licencing – education, licensing and enforcement relating to Mobile Home regulations
- Disabled Facilities Grants – provision of funding for adaptations to all tenures of properties.



Personal and Professional Development

The Career Progression Framework highlights different ways in which staff can actively develop their personal and professional skills.

This may include:

On the job learning (learning by doing)

Learning from others (through observing and interacting with other people or groups)

Formal learning (structured training)

There are other ways in which staff can actively develop their personal and professional skills, such as:

Stepping Up (covering an employee's annual or sick leave to gain relevant experience and development (unpaid))

Acting Up (covering the duties of a higher-graded post on a longer-term basis (paid))

Secondments (a temporary transfer of an employee to another section or department. Usually within Medway Council but can also be an external organisation)

The Career Progression Framework points to relevant learning and development suggestions to reach the level at which they are displayed. For example, information displayed at a Level C refers to the development required to reach an Accomplished/Expert level within that job role.

In some cases development options should not be considered as essential but as useful suggestions to encourage and support staff to build expertise, confidence and experience to enable their next chosen move.

Evidence required to progress through the Private Sector Housing Framework

Private Sector Housing Adaptations Technical Assistant		
EVIDENCE FOR PROGRESSION TO LEVEL 2A	EVIDENCE FOR PROGRESSION TO LEVEL 2B	EVIDENCE FOR PROGRESSION TO LEVEL 2C
<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Provide original certificates along with work experience competencies at interview stage 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Certificate demonstrating pass in all components of NVQ Level 1 Customer Services Certificate of competency for the use of Ferret means testing systems and means testing regulations. 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Certificate demonstrating pass in all components of NVQ Level 2 Customer Services
<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> Demonstrate at interview stage via questions and answers 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> Assistant to provide regular updates to Team Leader at 1-1s. Team Leader to sign off at performance appraisal stage. 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> Professional discussions held with team leader to monitor during 1-1 process.
<p><u>Experience:</u></p> <ul style="list-style-type: none"> Evidenced on job application and at interview via scenario-based questions and possible presentation Use of references to evidence previous work experience 	<p><u>Experience:</u></p> <ul style="list-style-type: none"> Assistant can demonstrate their working record within local authority. Assistant to provide 5 examples and demonstrate use of corporate finance packages for Team Leader sign off <p>Demonstrable experience in the service including consistent performance at Level 2A for a minimum of 12 months.</p>	<p><u>Experience:</u></p> <ul style="list-style-type: none"> Assistant to provide portfolio showing examples of working in each service area for Team Leader sign off <p>Demonstrable experience in the service including consistent performance at Level 2B for a minimum of 12 months.</p>
<p><u>Skills:</u></p> <ul style="list-style-type: none"> Evidence at job application and/or competency test at interview 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> Assistant to provide case portfolio evidencing at least 3 examples of both record taking skills and working within procedures for Team Leader sign off. 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> Provide case portfolio evidencing at least 3 examples, with Team Leader to review and sign off, on both accuracy of data input and the continued monitoring of financial spreadsheet.
Private Sector Housing Technical Support Officer		
EVIDENCE FOR PROGRESSION TO LEVEL 3A	EVIDENCE FOR PROGRESSION TO LEVEL 3B	EVIDENCE FOR PROGRESSION TO LEVEL 3C
<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Provide original certificates along with work experience competencies at interview stage 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Certificate demonstrating pass in all areas of NVQ Level 2 Customer Service Practitioner qualification 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Provide certificate for completion of Housing Health and Safety Rating System

	<p>or provision of evidence detailing previous experience.</p> <ul style="list-style-type: none"> • Provide certificate showing completion of Ferret means testing course 	<ul style="list-style-type: none"> • Certificate demonstrating pass in all areas for NVQ Level 3 Customer Service Practitioner
<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Demonstrate skills at interview via test 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Evidenced in job application • Officer can demonstrate knowledge of Local Authority finance system eg Integra • Officer to provide evidence of signposting and referring to other service areas 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Demonstrated through 121s and annual review • Officer to demonstrate through worked examples of cases for sign off by Management. • Officer to gather statistical evidence and maintain finance spreadsheets for regular review by Management. •
<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Use of references to evidence previous work experience • Demonstrated understanding of customer services at interview via question and answers 	<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Evidenced on job application or at interview (external) • Following target setting, Officer to provide minimum of 5 examples from each experience criteria, evidenced and presented in writing or verbally at 1:1, to be signed off by Team Leader and Team Manager <p>Demonstrable experience in the service including consistent performance at Level 3A for a minimum of 18 months.</p>	<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Reports to be reviewed by Team Leader and Team Manager monthly • Officer to demonstrate through case portfolio examples of supporting both HMO and Adaptations Service for Manager sign off • Provide minimum of 5 examples detailing evidence of providing accurate financial data, presented in writing or verbally at 1:1 with line manager <p>Demonstrable experience in the service including consistent performance at Level 3B for a minimum of 18 months.</p>
<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Evidence at job application and/or competency test to be probed at interview • Use of references to evidence previous work experience 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Officer can provide evidence of processing customer service complaints. • Officer to provide case examples for sign off by Team Leader • Evidenced via telephone logs received monthly • Reports to be reviewed by Team Leader and Team Manager monthly 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Evidence of 3 examples of each skill to be presented in writing or verbally at 1:1 to be reviewed for accuracy by Team Leader and Team Manager for monthly sign off. • Officer to provide portfolio of examples of advice provided for Manager sign off

Private Sector Housing Technical & Adaptations Officer

EVIDENCE FOR PROGRESSION TO LEVEL 4A	EVIDENCE FOR PROGRESSION TO LEVEL 4B	EVIDENCE FOR PROGRESSION TO LEVEL 4C
<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • Certificate of successfully completing, and competency, in applying the HHSRS (Housing Health and Safety Rating System) 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • Certificate of competency for the use of Ferret means testing systems and means testing regulations. • Submission of CPD Log 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • Certificate of qualification in Housing, Environmental Health, building, surveying or property based qualification. <p style="text-align: center;">or</p> <ul style="list-style-type: none"> • equivalent practical experience as demonstrated by CPD training of equivalent level completed.
<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Housing Act 2004 and associated legislation/guidance knowledge test as part of the interview process 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Both recorded via officer caseloads statistics which are reported monthly. Officer to provide case portfolio evidencing this for Manager sign off. 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Demonstrated throughout officers 1:1s and annual performance review. Officers to provide case portfolio evidencing this for Manager to sign off. • Officer to provide case portfolio demonstrating evidence of casework covering major adaptations in excess of £30,000 grant limit. Also to show use of each element of discretionary funding as per Financial Assistance Policy 2023.
<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Knowledge test as part of the interview process • The ability to deal with difficult and potentially conflict situations probed at interview. • Use of references to evidence previous work experience 	<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Officer to provide evidence of HHSRS inspections with appropriate scoring to demonstrate their understanding along with PSH Management carrying out random joint visits with Officers. • Sign off by Senior Manager of evidence of consistently clear and concise schedules of work and associated enforcement notices/action. • Officer to provide examples during case reviews <p>Demonstrable experience in the service including consistent performance at Level 4A for a minimum of 18 months.</p>	<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Portfolio of evidence of cases where officer has prepared reports/offence 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. • Financial responsibilities monitored by Managers for accuracy quarterly at budget meetings with Service Area accountants. • Sign off by Senior Manager of financial accuracy • Officer to provide portfolio evidence of attending at least 10 cross service meetings representing the Private Sector Housing Team and evidence contribution. • Officer to submit a portfolio of evidence of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary

		Demonstrable experience in the service including consistent performance at Level 4B for a minimum of 18 months.
Skills: <ul style="list-style-type: none"> • Microsoft Word, Excel, Outlook and TEAMS competency test at interview • Photocopy of full driving licence showing for use in the UK 	Skills: <ul style="list-style-type: none"> • Officer to submit a portfolio of evidence, such as case reviews, Task force, Social Services. • Sign off by Senior Manager demonstrating ability to work consistently independently on case management, prioritising workload, managing time effectively, planning workload and making decisions without referring to a supervisor/line manager where necessary. 	Skills: <ul style="list-style-type: none"> • Sign off from Senior Manager confirming attendance at court and tribunal proceedings, in the capacity of acting on behalf of the Council and of supervising, training and mentoring of staff members. • Evidence of 3 examples where Officer has undertaken staff training

Private Sector Housing Senior HMO Technical Officer

EVIDENCE FOR PROGRESSION TO LEVEL 5A	EVIDENCE FOR PROGRESSION TO LEVEL 5B	EVIDENCE FOR PROGRESSION TO LEVEL 5C
Qualifications: <ul style="list-style-type: none"> • Certificate of successfully completing, and competency, in applying the HHSRS (Housing Health and Safety Rating System) 	Qualifications: <ul style="list-style-type: none"> • Certificate of competency for the use of Ferret means testing systems and means testing regulations. • Submission of CPD Log 	Qualifications: <ul style="list-style-type: none"> • Certificate of a BSc or MSc in Environmental Health and EHRB registered and/or evidence of being on the CIEH Professional Register as a Chartered or Registered Environmental Health Professional
Knowledge: <ul style="list-style-type: none"> • Knowledge test and questioned based scenarios as part of the interview process 	Knowledge: <ul style="list-style-type: none"> • Officer to provide case portfolio evidencing involvement in court/tribunal proceedings for Manager to sign off. • Officer to demonstrate through case notes that they have attended joint inspections with AOs and reviewed the grant application process. 	Knowledge: <ul style="list-style-type: none"> • Officer to provide portfolio of evidence of regular attendance at cross service and external partnership meetings representing the Private Sector Housing Team and evidence contribution. • Officer to provide case evidence of PACE interviews carried out for Manager sign off.
Experience: <ul style="list-style-type: none"> • Technical knowledge and supervisory capability to be demonstrated at interview via questioned based scenarios • Use of references to evidence previous work experience 	Experience: <ul style="list-style-type: none"> • Officer to provide portfolio of case evidence giving examples of various enforcement actions taken. Examples will be required from various legislations eg Housing Act and Environmental Protection Act etc for Manager sign off. • Statistical reports relating to 	Experience: <ul style="list-style-type: none"> • Officer to provide statistical evidence at 1-1s using enforcement statistics spreadsheet. • Financial responsibilities monitored by Managers for accuracy quarterly at budget meetings with Service Area accountants.

	<p>officer performance to be monitored at officer 1-1s.</p> <ul style="list-style-type: none"> Officer to provide list of forums attended and outcome of joint operations with internal/external partners. <p>Demonstrable experience in the service including consistent performance at Level 5A for a minimum of 18 months.</p>	<ul style="list-style-type: none"> Officer to provide briefing papers outlining operations/planning process for sign off <p>Demonstrable experience in the service including consistent performance at Level 5B for a minimum of 18 months.</p>
<p>Skills:</p> <ul style="list-style-type: none"> Photocopy of full driving licence showing for use in the UK Microsoft Word, Excel and Outlook competency test at interview To be demonstrated at interview with questioned based scenarios 	<p>Skills:</p> <ul style="list-style-type: none"> Enforcement spreadsheet to be kept up to date, will be monitored at 1:1s Officer to evidence training provided to team for Manager sign off. Officer to provide 10 examples where they have acted in support or in the absence of PSH Team Management 	<p>Skills:</p> <ul style="list-style-type: none"> Officer to have presented amended procedures with reasoning to PSH Manager for sign off. Officer to provide 5 examples of strategic planning and coordination of services and project management

Private Sector Housing & Adaptations Team Leader

EVIDENCE FOR PROGRESSION TO LEVEL 6A	EVIDENCE FOR PROGRESSION TO LEVEL 6B	EVIDENCE FOR PROGRESSION TO LEVEL 6C
<p>Qualifications:</p> <ul style="list-style-type: none"> Certificate of successfully completing, and competency, in applying the HHSRS (Housing Health and Safety Rating System) Certificate in housing, environmental health, building surveying or equivalent practical experience 	<p>Qualifications:</p> <ul style="list-style-type: none"> Competency certificate for the use of Ferret means testing systems and means testing regulations Continuing Professional Development (CPD) evidenced at interview / through employees appraisals and reviews 	<p>Qualifications:</p> <ul style="list-style-type: none"> Certificate of a BSc or MSc in Environmental Health and EHRB registered and/or evidence of being on the CIEH Professional Register as a Chartered or Registered Environmental Health Professional Certificate of successful completion of Level 3 Team Leader Supervisor Apprenticeship
<p>Knowledge:</p> <ul style="list-style-type: none"> Knowledge test/presentation and questioning as part of the interview process 	<p>Knowledge:</p> <ul style="list-style-type: none"> Discussion and testing at performance appraisal/1:1 and 3 examples of where procedure and controls have been developed Auditing of officer cases by management team Joint working with Service Manager to produce yearly and quarterly budget reports. Discussion and testing undertaking at performance appraisal/1:1 	<p>Knowledge:</p> <ul style="list-style-type: none"> Discussion and questioning at performance appraisal/1:1 of comprehensive understanding of PACE interviews and 2 examples of where support to PSH officers has been given Discussion and testing at performance appraisal/1:1 Portfolio of evidence of where innovative solutions have been developed

	All monitored in employee appraisals, signed off by PSH Manager	<ul style="list-style-type: none"> Financial responsibilities and understanding monitored by Manager for accuracy quarterly at budget meetings with Service Area accountants. <p>All monitored in monthly 1-1s and performance appraisal meetings. To be signed off by PSH Manager</p>
<p><u>Experience:</u></p> <ul style="list-style-type: none"> Technical knowledge and supervisory capability to be demonstrated at interview via questioned based scenarios Use of references to evidence previous work experience 	<p><u>Experience:</u></p> <ul style="list-style-type: none"> Provide minimum of 5 examples from each experience criteria, evidenced and presented in writing at 1:1 with line manager, ongoing monitoring and signed off in project meetings with PSH Manager <p>Demonstrable experience in the service including consistent performance at Level 6A for a minimum of 18 months.</p>	<p><u>Experience:</u></p> <ul style="list-style-type: none"> Technical knowledge and supervisory capability to be demonstrated via questioned based scenarios at performance appraisal review Monitored through project planning progress to be discussed in project meetings with PSH Manager Provide minimum of 5 examples of analysing information and reviewing of team procedures <p>Demonstrable experience in the service including consistent performance at Level 6B for a minimum of 18 months.</p>
<p><u>Skills:</u></p> <ul style="list-style-type: none"> Microsoft Word, Excel and Outlook competency test at interview Photocopy of full driving licence showing for use in the UK All skills to be demonstrated at interview with test/presentation or questioned based scenarios 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> Evidence and auditing of 3 examples of each skill to be presented in writing or verbally at 1:1 with line manager 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> Evidence of partnership collaboration with Management team in relation to specialist operations to be provided at operational meetings for PSH Manager sign off. Joint working with Service Manager to review, maintain and sign off team budgets

Private Sector Housing & Adaptations Manager

EVIDENCE FOR PROGRESSION TO LEVEL 7A	EVIDENCE FOR PROGRESSION TO LEVEL 7B	EVIDENCE FOR PROGRESSION TO LEVEL 7C
<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Certificate of degree held Certificate of successfully completing, and competency, in applying the HHSRS (Housing Health and Safety Rating System) 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Competency certificate for the use of Ferret means testing systems and means testing regulations Submission of CPD Log 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Certificate of 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 Certificate of successful completion of Level 5 or above Team Leader Supervisor qualification

<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Knowledge test/presentation and questioning as part of the interview process 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Joint working with Service Manager to produce yearly and quarterly budget reports. • Budget forecasting well managed – service manager observations • Service plans and outcomes, sign off by Manager • All other points will be evidenced by producing at least three examples of each, through 1:1s and Performance appraisal process 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Officer to present portfolio evidence of PACE interviews and support to team • Submission of three examples where innovative solutions have been developed to promote the private sector housing functions • Presentation on Environmental Protection Act • Officer to provide statistics for team performance for safe occupations etc • Submission of three examples of action taken in respect of non-compliance <p>All to be signed off by manager</p>
<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Experience to be demonstrated at interview via questioned based scenarios • Use of references to evidence previous work experience 	<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Provide a portfolio of evidence including a minimum of 5 examples from each experience criteria, evidenced and presented in writing or verbally at 1:1, including PIs for the service and signed off by the Manager <p>Demonstrable experience in the service including consistent performance at Level 7A for a minimum of 18 months.</p>	<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Provide a portfolio of evidence including a minimum of 5 examples from each experience criteria, evidenced and presented in writing or verbally at 1:1, including Audit reports for the service and signed off by the Manager <p>Demonstrable experience in the service including consistent performance at Level 7B for a minimum of 18 months.</p>
<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Microsoft Word, Excel, Outlook and TEAMS competency test at interview • Photocopy of full driving licence showing for use in the UK • All other skills to be demonstrated at interview with test/presentation or questioned based scenarios 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Evidence of 3 examples of each skill to be presented in writing or verbally at 1:1 with line manager • Joint working with Service Manager to produce yearly and quarterly budget reports sign off. 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Appropriate budget management – Service manager observations • Joint working with Service Manager to review and maintain team performance and procedures identifying service improvements

Meet the Private Sector Housing Team

**Private Sector Housing
Manager**

Paul Salter

**Private Sector Housing
Team Leader**

Rachel Bell

**Private Sector Housing Senior HMO
Technical Officer**

Michael Coward

**PSH Technical &
Adaptations Officer**

Sian Topley

**PSH Technical &
Adaptations Officer**

Mary Jordan

**PSH Technical &
Adaptations Officer**

Ryan Harrison

**PSH Technical &
Adaptations Officer**

Maggie White

**PSH Technical &
Adaptations Officer**

Corinna Salter

**PSH Technical &
Adaptations Officer**

Ryan Salter

**PSH Technical &
Adaptations Officer**

Claire Allen

**PSH Technical &
Adaptations Officer**

Funke Iselewa

**PSH Technical
Support Officer**

Tezay Hoca

**PSH Adaptations
Technical Assistant**

Shannon Dalley