

Job Profile

Position Details	
Post	Housing Officer / Environmental Health Officer
Service Area	Environment & Neighbourhoods, Community Safety & Enforcement Service Housing Improvement Team
Reports to	Housing Improvement Co-ordinator
Grade	PO2
Job Family	

Role Purpose
To provide an efficient, high quality housing standards service that reacts quickly to complaints about disrepair and housing-related nuisance in private sector housing, assesses the nature, extent and urgency of the problem, and makes effective use of advice, financial assistance, risk based interventions, licensing and enforcement action to improve housing conditions and ensure that all homes in the private sector are safe and habitable.

Main Responsibilities
<ol style="list-style-type: none"> 1. In accordance with The Housing Act 2004, using the licensing process and procedures, respond promptly to complaints about poor conditions and through investigation, evaluate risks, hazards and determine the nature cause remedy and urgency of problems. 2. Work collaboratively with the owners and managers of licensable HMOs to ensure that their properties are licensed, well managed, maintained in a safe and habitable condition, and meet the amenity standards. 3. Make effective use of advice, risk based interventions, licensing and enforcement action to improve housing conditions, eliminate or reduce hazards and ensure that all homes in the private sector are safe, habitable and, if required, licensed. 4. Undertake a range of activities (including property inspections, HHSRS assessments, the drafting of schedules of work, the preparation and serving of notices, enforcement action and works in default), ensuring that all follow-up action is progressed and monitored in a timely and appropriate manner. 5. Develop and maintain close working relations with Council services and a wide range of other stakeholders, in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems, and ensure that, even where an input is required from a number of teams, service delivery is well co-ordinated and the service user is kept fully informed of developments. 6. Undertake a range of enforcement duties, as an Authorised Officer of the Council, such as obtaining 'warrants of entry' inspecting and assessing the condition of properties, producing written schedules of property condition and the works required under the Housing Acts, drafting witness statements, analysing legal and financial procedures and, where appropriate, preparing and executing cases requiring prosecution.

7. Ensure that the Private Sector Housing Improvement Service is culturally sensitive, challenges discrimination and is delivered in a manner that is welcoming and accessible to vulnerable adults, people whose first language is not English, and people who have a disability, a learning difficulty or find it difficult to read or write.
8. Meet regularly with a Senior Environmental Health Officer to review casework, in order to ensure a consistently high standard of work and customer care, an equitable distribution of the workload, and the effective monitoring of performance and outputs.
9. Maintain a good understanding and awareness of Haringey's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence, and alert Children's Services and/or Adult Social Care where it is suspected that a child or vulnerable adult might be being abused, neglected or harmed, or that a child is residing with a perpetrator of domestic violence.
10. Ensure that all service requests are fully investigated and dealt with appropriately in accordance with the Council's policies, procedures and service standards.
11. Work collaboratively with Senior Environmental Health Officer to ensure that all notices are written, served and enforced in a correct and timely manner, and that the process for executing works in default operates in a way that ensures that nuisance and disrepair are properly addressed and the Council is able to recover the cost of the works.
12. Contribute to the development and implementation of new working practices and initiatives that increase landlord compliance with HMO licensing, reduce the Council's use of temporary accommodation and assist the implementation of Haringey's housing strategy and homelessness strategy.
13. Provide service users and other stakeholders with comprehensive advice and information about the Private Sector Housing Improvement Service and how it can improve housing conditions by tackling fuel poverty and disrepair, raising and enforcing housing standards, eliminating hazards and housing-related nuisance, and bringing empty homes back into use.
14. Provide the Acquisitions Team with the necessary technical advice, training and support to ensure that all private rented accommodation let to homeless households under the Council's lettings schemes are in a safe and habitable condition.
15. Work collaboratively with registered social landlords, private landlords, rental agents, the Private Sector Lettings Team and the Temporary Accommodation Team to learn from tenants' complaints about the standard of the homes they let and/or manage.
16. Provide Management with advice on a wide range of matters (including legislative requirements, case law and good practice) and work in a manner that encourages joint working, problem solving and information sharing.
17. Ensure that an accurate record is kept of all inspections, telephone calls, interviews and follow-up action taken by the Team, and that regular checks are made to ensure the integrity of data in order to assist monitoring, decision-making and case management.
18. Ensure the accurate collection and analysis of data and information relating to the work of the Team in order to assist performance monitoring, forecast future need for the service and implement agreed service improvements.
19. Maintain professional competence and keep abreast of developments in respect of private

sector housing standards and the relevant legislation through research and reading, attendance of courses and briefings, and the use of established networks.

20. Work in a safe manner and contribute positively to the creation of a safe and healthy working environment, strictly in accordance with the council's policies and procedures.
21. Create and maintain accurate records (using manual and computer systems) on all aspects of the service to ensure compliance with agreed reporting arrangements and provide management with the information it requires to monitor performance and service standards in accordance with Council policy and current legislation.
22. Ensure that Management is provided with early alerts in the event of poor or failing performance, or a suspicion of fraud, corruption or impropriety.
23. Perform any other duties (appropriate to the grading of the post) that are required by the Senior Environmental Health / Housing Officer in order to ensure the delivery of a high quality, caring and responsive Private Sector Housing Improvement Service.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Education/Qualification	
1. Extensive experience of working in a team responsible for the enforcement of standards in private sector housing, and using risk based inspection programmes.	D
2. Experience of using environmental health and housing legislation to enforce and raise standards in private sector housing.	D
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1. Extensive experience of working in a team responsible for the enforcement of standards in private sector housing, and using risk based inspection programmes.	E
2. Experience of using environmental health and housing legislation to enforce and raise standards in private sector housing.	E
3. Proven experience of effective joint working, inter agency liaison and operating in a demanding working environment.	E
4. Experience of developing new ways of working, collating and evaluating monitoring information, and initiating and managing new projects.	E
5. Experience of managing staff and delivering a casework management service.	E

6. Experience of using IT applications, including word processing, spreadsheets and databases.	E
7. Experience of developing and sustaining effective working relationships and communications, both internally and externally, with a range of contacts.	E
8. Experience of collating and evaluating monitoring and performance information.	E
9. Experience of budget management.	D
10. Experience of effective service user consultation and involvement.	D
Skills and Abilities	
1. An effective team player with the ability to motivate and support members of the team.	E
2. Excellent negotiating and advocacy skills, and the drive and commitment to achieve positive outcomes for service users.	E
3. An effective problem-solver with an organised and imaginative approach to work and the ability to manage difficult situations.	E
4. Excellent communication skills (verbal and written) and the ability to influence a variety of audiences, including landlords, mortgage lenders, Members and the Council's partners.	E
5. Ability to interpret and explain complex legislation and guidance, to a variety of audiences, and to make clear, consistent decisions.	E
6. Ability to look critically at existing practices, evaluate options and to recommend better ways of doing things.	E
7. Ability to provide good leadership and to create effective working relationships with teams, individuals and organisations.	E
8. The commitment and ability to develop positive relationships with Members.	E
Knowledge	
1. Good knowledge of the cause and remedy of defects in relation to drainage and other public health and housing defects.	E
2. Knowledge and understanding of information technology and systems, and their application to improve service delivery.	E
3. In depth knowledge of the housing health and safety rating system, and its practical application.	E
4. In depth knowledge of the Housing Acts and local authorities' regulatory and enforcement powers in relation to private sector housing conditions, and their application.	E
5. Detailed knowledge of the regulatory framework relating to the licensing of HMOs.	E
Other	
1. Ability to work evenings and weekends when required.	D

2. Full driving licence and access to own transport.	E
3. An understanding of, and commitment to, the Council's equal opportunities policy.	E

Main Contacts & Other Information
<p><u>Main Contacts:</u> Lynn Sellar 020 8489 5242 Lynn.sellar@haringey.gov.uk</p> <p><u>Other Information:</u> This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>

