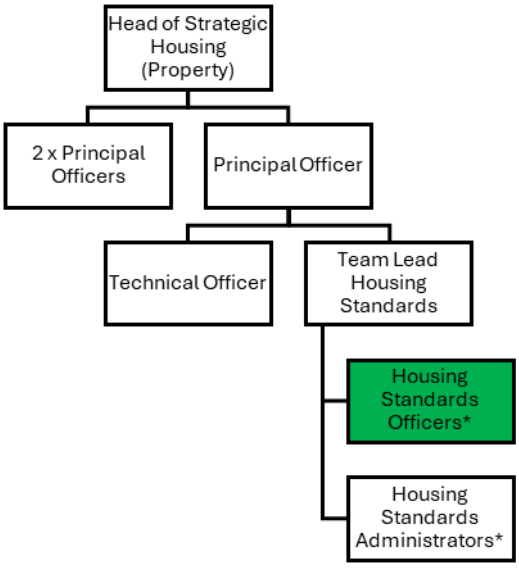
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Economy & Place
SECTION:	Strategic Housing (Property)
LOCATION:	Number One Riverside, Rochdale; 2 Smith Street & Borough-wide
JOB TITLE:	Housing Standards Officer (Permanent Post)
POST NUMBER:	
Grade:	Grade 6
Accountable to:	Housing Standards Team Lead
Accountable for:	None
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. This post is not Politically Restricted in accordance with the current regulations. Some out of hours working and attendance at evening meetings, which will be compensated for in accordance with local conditions of service. Casual user car allowance

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

- To assist the Housing Standards Team Lead in delivering a housing standards service which includes carrying out property surveys and inspections using the Housing Health and Safety Rating System, the implementation of both reactive and proactive enforcement of Housing Legislation, HMO Licensing, Empty Properties and Landlord Accreditation.

Control of Resources

Personnel:

- None (other than to mentor and support staff placed temporarily under the post holder's control, e.g. trainees, temporary staff, work experience students, etc).

Financial:

- Responsible for working in accordance with the financial regulations and procedures of the Authority.

Equipment/Materials:

- To be responsible for all materials and equipment from time to time issued to the post-holder or used by staff allocated to the post-holder.

- Responsible for the safe, efficient and effective use of equipment and materials used by the post-holder and the proper maintenance of record systems.

Health/Safety/Welfare:

- Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity:

- To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development:

- The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

- Management and staff of the Strategic Housing Service
- Management and staff of other Services within the Authority
- Wider Leadership Team
- Elected Members
- Internal Contractors
- Township Offices

External

- Members of the public
- Management and staff of partner organisations
- Representatives of community groups, voluntary organisations and business community
- Staff of Government departments
- Homes and Communities Agency
- Staff and management of other Local Authorities and public
- Registered Provider partners
- Private Developers
- Greater Manchester Combined Authority
- Academic institutions
- Housing working parties
- Delivery partners
- Local housing providers, managing agents and estate agents
- Local MPs
- Media
- Voluntary sector partners

Responsibilities

The postholder must -

(i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
(ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. To undertake property surveys using the Housing Health & Safety Rating System (HHSRS) where required.

2. To implement the Council's approved policies and duties in relation to all aspects of housing standards.

3. To provide a pro-active and reactive service to private tenants making use of existing powers under the Housing Act 2004.

4. To assist in the delivery of the Council's Mandatory and Additional HMO Licensing Scheme

5. Assist in the delivery of the Council's Landlord Accreditation Scheme

6. Assist in the delivery of the Empty Property Strategy, including identifying and visiting empty properties, liaison with other agencies, communication with owners of empty properties and identifying solutions to deal with empty properties both in the short term and long term.

7. To provide guidance and advice to owners, landlords, and tenants in interpreting HHSRS surveys, schedules of work and legislative requirements.

8. To support the Housing Standards Team Lead and Technical staff in relation to housing standards, by:

9. Investigating complaints, and undertaking service requests from tenants/landlords/owners, in relation to any housing standards matter by:

    - Liaising with the Housing Technical Officer in the preparation of schedules of work based on HHSRS survey reports.
    - Preparing statutory notices on infringements of Housing legislation, preparation of files for prosecution, assist with carrying out interview under caution ensuring the requirements of PACE are met and where necessary to appear as a witness on behalf of the council at courts of law, public inquiries, tribunals and at other outside meetings as required.
    - Conducting investigations and interviews under caution ensuring the requirements of PACE (Police & Criminal Evidence Act) are adhered to.
    - Undertaking reactive and proactive site visits / inspections, and taking any necessary remedial action to ensure compliance with legislative standards relating to empty properties;
    - Undertaking surveys, surveillance, research activities and project work;
    - Participating in activities such as Landlord Accreditation Forums and Community Meetings
    - Contributing to all other appropriate activities undertaken across the strategic housing service

10. To maintain effective liaison with other enforcement agencies and to foster partnership working.

11. To ensure the consistent approach of the Housing Health & Safety Rating System (HHSRS), maintaining knowledge, contributing to and keeping up to date with worked examples, changes in legislation.

12. To assist senior officers in the production of reports to council committees and other bodies (including reports which provide information and statistics for submission to appropriate bodies on the work of the section).

13. To maintain all pertinent records (manual and computerised) to comply with requirements of the section, service, service group, council or government.

14. To participate in partnership working arrangements with other council services, other local authorities or external agencies as required within the designated team.

15. To ensure that council equipment allocated to the officer is kept in good working condition, and (where required) to work with senior officers in the maintenance / update of such equipment.

16. To keep up to date with developments in the field of housing standards.

17. To positively represent the Strategic Housing Service at council meetings, working groups, public meetings, and advisory groups (both internal and external to the council).

18. To act as a positive role model and assist in the motivation of all staff within the Service.

Secondary Duties

1. To contribute to the efficient and effective use of ICT systems in connection with work of the Housing Team.

2. To deal with all correspondence and media enquiries in accordance with the agreed arrangements for timely responses.

3. To assist management in dealing with those who have a complaint about services (both internal and external customers)

4. To prepare reports as required and make recommendations at the appropriate level for action.

5. To attend and represent or act as the Council's witness at public inquiries, courts of law, tribunals and at other outside meetings as required.

6. To assist the Housing Standards Team Lead in dealing with those who have a complaint about services (both internal and external customers)

7. To deputise, as appropriate, for the Housing Standards Team Lead

8. To prepare reports as required and make recommendations at the appropriate level for action.

9. To participate in the Council's Emergency Planning arrangements.

10. To participate in a Duty Officer rota, if required.

11. To participate in in-service training, both as a trainer and a trainee as required, ensuring staff of the Service are adequately trained.

12. To use standard MS office programmes to include production of policy documents, reports, briefing notes, presentations, meeting minutes, letters etc

13. To attend team meetings and promote team working as appropriate.

14. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Stuart Morris Date 04.11.2026

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

_____ _____

Service Director _____ Date _____