

Housing Enforcement Officer

Role Profile

Service:	Regulatory Services – Place Directorate
Band:	Career grade Band 6 - Band 8 (Appointment and progression will be based upon qualifications, experience and achieving required competency levels)
Reporting to:	Private Sector Housing Team Leader
Responsible for:	No direct reports



TRAFFORD
COUNCIL

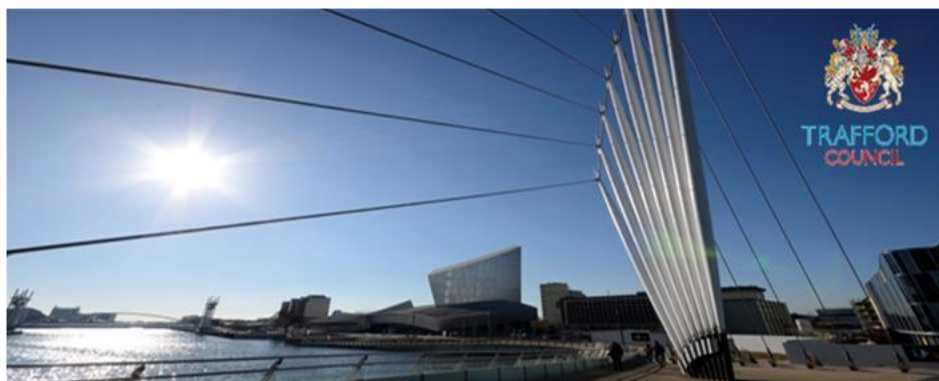
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Council's Private Sector Housing team sits within Regulatory Services, which is part of Place Directorate. The Private Sector Housing Team enforce regulatory standards within private sector housing in Trafford Borough. Your role will support the Council's Corporate Plan and Regulatory Services whilst ensuring an EPIC service is being delivered through the effective performance of the team.

Your Main Priorities

- Providing a high-quality service in Private Sector Housing to businesses and residents in Trafford, under the direction of the Regulatory Services Manager and Team Leader, in accordance with statutory requirements, directives, codes of practice, national guidance, local byelaws and the Authority's policies and work procedures.

Key duties

Band 6

- Supporting the Team Leader (Private Sector Housing) and other members of the team in ensuring compliance with relevant legislative requirements relating to private sector housing, by carrying out inspections, audits, investigations, and to monitor compliance.
- Investigating complaints, service requests and statutory notifications, and to advise customers (tenants and owner-occupiers), landlords and organisations in accordance with legislation.

- Responsible for ensuring an appropriate and timely response to all correspondence, complaints and enquiries from the service users, stakeholders, and senior officers within agreed timescales.
- Identifying defects and advising landlords / agents on a wide range of legislative requirements in private sector housing and empty properties. This will include the required standards in Houses in Multiple Occupation, Housing Health and Safety Hazard Assessments, Empty Properties and Property Assessments for immigration purposes.
- Attending meetings within the Council or with specialist and partner organisations and carrying out joint visits and/or maintain good working liaison with other officers of the Council, multi-agency teams and other bodies in order to deliver on identified service and council priorities.
- Undertaking special projects and research as required by the Regulatory Services Manager and Team Leader to support the development of the service.
- Undertaking advisory, educational, and promotional work to the public, commercial premises and organisations in accordance with agreed work programmes and specific projects.
- Complying with all Council policies, procedures, professional practices and relevant regulation and legislation.
- Responding to enquiries and requests for information and advice from both internal and external customers, positively promoting the service.
- Undertaking any other duties as required commensurate with the post.

Band 7 (inclusive of the above)

- Adopting and promoting an intelligence-led approach to the discharge of statutory enforcement duties, and record and share relevant intelligence in accordance with agreed protocols.
- Under the supervision of the Team Leader, undertake enforcement action in accordance with the Council's enforcement policies, including the serving of legal notices, issuing of civil penalties, preparation of evidence and prosecution cases and court appearances, as necessary.
- Liaising with Council representatives within Legal Services as and when required, in order to support enforcement proceedings.
- Contributing to the achievement of the service and directorate business plans and performance indicators, and assisting in the identification of service improvements, objectives, and programmes of work.

Band 8 (inclusive of the above)

- Providing technical expertise and guidance and acting as the lead role on determined areas of housing standards work (e.g. grant funding, housing related energy efficiency work).
- Dealing with complex cases, investigations and enforcement action.
- Providing guidance and instruction to other officers within the service where appropriate.

- Taking an active role in the supervision and development of apprentices and newly qualified employees in the Housing Standards team.
- Developing and delivering reports, special projects and research as required by the Regulatory Services Manager and Team Leader. Assisting with the establishment of policies and working procedures within the service.
- Undertaking enforcement action in accordance with the Council's enforcement policies, including the preparation of evidence and prosecution cases, court appearances, public inquiries and the service of notices. Liaising with Legal Services as required.

About You

Qualifications and Professional Development

The grading of the post will depend on the qualifications, experience, and knowledge of the post holder. These are set out below.

Appointment to a band will depend on experience and subsequent progression will be assessed as part of the Performance Development Review process.

Band 6

- Educated to minimum A Level standard or equivalent
- Evidence of a previous and ongoing commitment to developing their own professional competencies
- Willingness to undertake further training as needed relating to your specific area of work

Band 7 – 8 (inclusive of the above)

- Degree level qualification in Environmental Health / Housing (or similar)
- Certificate of competency in the application of HHSRS (Housing Health & Safety Rating System)
- Other relevant specialist qualification e.g. Domestic Energy Assessor, Retrofit Assessor / Co-ordinator, Certified Surveyor in Remedial Treatment.

Experience and Knowledge

Band 6

- Minimum of 12 months' experience working in a housing related field
- Experience of working in a team and achieving collective goals
- Specialist knowledge relevant to specific areas work (e.g. housing standards)
- Experience of dealing with members of the public and a sound knowledge and experience of customer care in service delivery
- Experience of undertaking investigation work, using your knowledge of investigation techniques and legal processes

Band 7 (inclusive of the above)

- Demonstrable experience in enforcement of private sector housing
- Experience relevant to the job role and working in Local Government
- Experience in undertaking enforcement action
- Experience in managing and prioritising a complex caseload

Band 8 (inclusive of the above)

- Significant experience in enforcement of private sector housing
- Comprehensive and specialist knowledge and experience in lead area (e.g. housing energy efficiency, retrofit, carbon reduction and grant work)
- Experience in legal procedures such as civil penalties, interviews under caution and preparing prosecution files
- Experience of working collaboratively and in partnership with a variety of stakeholders to deliver improved outcomes
- Experience of preparing and presenting reports
- Evidence of delivering effective project-based work
- Good working knowledge of legislation, guidance and practice relevant to your specific area of work

Skills and abilities

Band 6

- Able to communicate effectively at all levels (verbal and written) with a variety of people from a range of backgrounds – using engaging communication and influencing styles with colleagues, managers and members of the public and communicating to customers in a clear and sensitive manner
- Ability to construct letters and reports that are clear, concise and are appropriate to the needs of the recipient, making full use of the technology available
- Planning and organisational skills, with the ability to prioritise and manage workload over extended periods, producing accurate work within deadlines
- Solution focussed and able to work flexibly to adapt to changing work tasks and service needs
- Interpretative and analytical skills
- Ability to work effectively as part of a team and also independently with supervision, using own initiative to successfully meet individual and team targets

Band 7 (inclusive of the above)

- Ability to assess appropriate method of enforcement action
- Developed interpersonal skills including influencing, persuading and negotiating skills with the ability to deal effectively with conflict and aggression
- Research and analytical skills; able to investigate technical matters and interpret key data to inform decisions, having direct input to presenting clear analysis and conclusions
- Able to work well managing conflicting work priorities

Band 8 (inclusive of the above)

- Ability to work autonomously using high levels of initiative with minimal supervision to schedule and manage the delivery of a complex, time-critical and unpredictable workload
- Interviewing skills
- Ability to motivate and supervise colleagues, sharing knowledge and learning with trainees/newly qualified colleagues

Special Conditions

- Be in possession of a current driving license and provide a serviceable car for use in connection with the duties required

- Flexibility to carry out duties outside normal working hours as may be required by the nature of the service
- Willing and able to travel to any administrative site within the Borough as required

Date prepared/revised:	MAY 2023 Revised career grade role profile – 02/07/2024
Prepared/revised by:	S Whittaker / R Pollard
Job Evaluation:	Re-evaluated JUL 2024

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.