



Role profile

Role title	Private Sector Housing Technical Officer
Corporate directorate	Economic Growth and Development
Service	Housing
Grade	I
Reports to (role title)	PSH Team manager (Empty Homes, HMOs, Housing Conditions)
Version	3.0
JE code	3758

Approving manager	
Date	July 2021

If you would like this information in another format please contact:

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Role purpose

The post holder is responsible for providing support to the Private Sector Housing Team in respect of regulation of housing standards and dealing with the detrimental impacts of long term empty homes. This includes the licensing of 500 to 1000 HMOs, responding to up to 700 housing condition complaints, serving 400 enforcement notices, prosecutions, dealing with approximately 3000 empty homes and dealing with 4500 properties that do not meet minimum energy efficiency regulations.

The role holder is responsible for supporting the delivery of a PSH work area (for example HMOs, Housing Conditions, Empty Homes).

To help deliver PSH strategies, policies and procedures.

The post holder has a wide remit of protecting the health, safety and welfare of occupiers in rented accommodation including the most vulnerable members of society and tackling the detrimental under use of long term empty properties and associated environmental impacts.

The role holder will deal with a variety of case work and will be supported where enforcement is necessary.

Dimensions

Annual financial accountability

None

Management accountability

Nature of management

- None

Number of staff managed

- None

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- The role holder will have relevant knowledge within their area of work (housing conditions, empty homes or HMOs)
- To assist in carrying out a range of Housing interventions, and will be involved in HMO licensing, empty homes and housing condition inspections
- The role holder will help to deliver against the Councils priorities and team performance indicators
- To contribute to the effective delivery of the Empty Homes Plan, including promotion and administration of empty homes initiatives
- Deliver various forms of financial assistance promoted by the PSH team
- To undertake Housing Health and Safety Rating System Assessments prepare schedules of work and statutory notices under the guidance of the team manager
- To represent the Council in respect of action taken in the law courts and tribunals

- To build and maintain knowledge of legislation, best practice and procedures in private sector housing to enable competent delivery
- To maintain accurate, timely and comprehensive records of work undertaken and to assist in maintenance of the database
- To carry out such other duties as may be assigned relevant to the post.

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with council policy and procedures

Key objectives

- To contribute to the council priorities and PSH service objectives by delivering against key policies and procedures
- To ensure that statutory functions of the service are fulfilled
- Customer service
- Effective delivery of the HMO licensing function/ empty homes plan/ PSH strategy/ PSH enforcement policy
- To contribute to PSH income targets.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together You understand and focus on customer needs and work well with colleagues and partners</p> <ul style="list-style-type: none"> • You understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	<p style="text-align: center;">Interview</p>
<p>Resourceful You apply expertise, solve problems and make improvements to deliver good customer outcomes</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and manage customer expectations 	<p style="text-align: center;">Interview</p>
<p>Personal responsibility You take responsibility for your work, your environment and your development</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others • You acknowledge errors, report them as appropriate and play your part in addressing them 	<p style="text-align: center;">Interview</p>

<ul style="list-style-type: none"> You appropriately challenge unhelpful behaviour You seek feedback and review your own contribution You are open to change and improvement You take responsibility for your development You are enthusiastic about and take pride in your work 	
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Knowledge, skills & experience	Recruitment and selection
Degree in Environmental Health, Planning or other relevant area, Or actively working towards qualification Or evidence suitable equivalent professional experience	Application Form Interview
Certificate in HHSRS (commitment to undertake the necessary/additional training if required) and practical experience and knowledge in its implementation and enforcement	Application Form Interview
Able to demonstrate a good level of knowledge of Private Sector Housing and its functions.	Application Form Interview
Able to make timely decisions and act in a highly autonomous manner	Application Form Interview
An understanding of how Housing can contribute to the public health agenda	Application Form Interview
An understanding of legislation and guidance	Application Form Interview

Other requirements	Recruitment and selection
The normal duties of the role may involve travel on a regular or occasional basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle	Application Form
The normal duties of this role may involve the requirement to attend out of hours for meetings, committees etc. and it is a condition of employment that you exercise satisfactory level of flexibility in order to fulfil the objectives of the role	Application Form
This position is subject to a criminal records disclosure check	YES
This is a politically restricted position	NO