Job Description and Person Specification

Employing Authority: Bromsgrove District Council

Job Title: **Private Sector Housing Officer**

Directorate: **Community & Housing Services**

Responsible to: **Private Sector Housing Manager**

Responsible for:

Purpose of the Role

1. To assist the Private Sector Housing Manager in developing and implementing the Council's Private Sector Housing Enforcement and Civil Penalties Policy, Housing Assistance Policy, Empty Homes Policy
2. Oversee the efficient implementation of the statutory duties of both Bromsgrove and Redditch Council's in respect of private sector housing.

Main Duties and Responsibilities

Specific Post Responsibilities

- Undertaken inspections of private sector housing to assess housing conditions using the Housing Health and Safety Rating System (HHSRS) and determine appropriate enforcement action in accordance with the Housing Act 2004.
- Exercise delegated authority to investigate housing offences and take enforcement action where necessary, including the statutory notices, civil penalties, prosecution, works in default and other regulatory interventions in accordance with relevant housing legislation.
- Investigate complaints relating to housing conditions within the private rented, owner occupied and empty homes. Prepare schedules of works and recommendations to secure compliance with housing standards.
- Administer the mandatory HMO licensing scheme including the identification and inspection of licensable properties, assessment of licence applications and supporting documentation.
- Support the implementation and enforcement of provisions under the Renters Rights Act 2025, including investigating breaches, landlord compliance requirements and assisting with the operation of the national landlord database and associated regulatory duties.

Identification and investigation of long term empty properties, working with owners to bring properties back into use through advice, guidance and enforcement where appropriate.

- Determine appropriate license conditions, prepare schedules of work and make recommendations regarding licence approval to ensure compliance with the Housing Act 2004 and the Management of Houses of Multiple Occupations (England) Regulations 2006

- Develop and implement monitoring and compliance programmes for licensed HMOs and investigate unlicensed or HMOs complaints.

- Investigate allegations of harassment and illegal evictions under the Protection from Eviction Act 1977, including gathering evidence, interviewing parties and preparing case files for enforcement action where appropriate.

- Enforce the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (as amended) including breaches of Minimum Energy Efficiency Standards (MEES) and taking appropriate enforcement action.

- Investigate housing offences and prepare cases for formal action, including civil penalties, prosecutions, rent repayment orders and other enforcement outcomes.

- Prepare reports and provide evidence to support enforcement action including attendance at the First Tier Tribunal (Property Chamber) or court where necessary.

- Visiting homes and producing letters for immigration purposes

- Undertake inspections and licensing functions relating to mobile (park) home sites, ensuring compliance with relevant legislation and licence conditions.

- Promoting energy efficiency in the home to reduce both emissions and fuel poverty in accordance with local and national targets

- Support the monitoring and performance management of the Worcestershire Home Adaptation Service on behalf of both Councils

- Act as the Council's Gypsy Liaison Officer in respect of carrying out the biannual gypsy count and in making the initial assessment of health and welfare issues within unauthorised encampments and liaising with social, welfare and health organisations as appropriate. Support the legal process relating to the management or removal for the removal of illegal encampments on Council owned land (where required).

- Act as the point of contact for the Private Rented Sector, providing advice, guidance and support to landlords, agents and tenants regarding tenancy law and landlord obligations

- Engage landlords and agents through consultation events and forums to promote good practise, improve housing standards and support regulatory compliance across the sector.

- To carry out any other duties and responsibilities within the scope of this post.

- To work flexibly and to be available, if required, to undertake duties out of normal working hours. Support the Councils' emergency planning and response arrangements when required, including assisting with incidents where housing, accommodation or resident welfare issues arise.

- To understand and comply with the legal requirements of the Health and Safety at Work, etc. Act 1974 and any other relevant regulations as detailed in the Council's Health and Safety Policy Statement.

- To carry out duties and responsibilities under the Data Protection Act 1998; in particular, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.

- To undertake such other reasonable duties as may be requested e.g. Emergency Planning.
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General Duties

- To ensure efficiency, effectiveness and equality in service delivery.

- To exercise proper integrity and respect of confidential matters and personal information obtained during the execution of the duties of this post.

- To reflect the Council's core values and objectives in undertaking the duties of this post.

- To provide outstanding customer services to all customers, colleagues, elected Members etc in line with the **"Every Customer, Every Time – Everybody Matters"** strategy. In particular by building trust, taking responsibility and assuming ownership of issues, actively listening, communicating with empathy and being flexible and adaptable to meet the needs of others.

- To understand and comply with the legal requirements of the Health and Safety at Work Act 1974 and any other relevant regulations as detailed in the Council's Health and Safety Policy Statement.

- To carry out duties and responsibilities under the Data Protection Act 1998; in particular, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.

- To undertake such other reasonable duties as may be requested.

- To ensure that the Councils 6 strategic purposes are met:

    - Keep my place safe and looking good
    - Help me run a successful business
    - Help me (back) to be financially independent
    - Help me live my life independently
    - Help me find somewhere to live in my locality
    - Provide good things for me to do, see, visit

Staff Management

- There are no staff management responsibilities associated with this post

Customer Support

- To communicate and consult effectively with a broad range of clients, customers and partners on matters ranging from the application of Council policy and procedures through to the development and fostering of good partnership arrangements with other organisations.

Key Deliverables
Also see specific Post Responsibilities

- To ensure the delivery of the objective agreed through the PDR process as set out in individual work plans

- To ensure that all statutory requirements including contract regulations and financial regulations are adhered to

- To assist in the development of the Private Sector Housing Enforcement and Civil Penalties Policy, Empty Properties Strategy

- To manage the Private Landlords Forum and continue to extend the membership of this group

Budgetary Responsibility

- To assist in the monitoring of the capital expenditure in respect of any relevant grants

Decision Making

- To be responsible for making day to day decisions relating to private sector housing policy and procedure issues.

- To provide advice and assistance on a range of place shaping issues., including Lead advisor on Private Sector Housing issues and legislation for elected members, housing associations, developers and other external and internal stakeholders

Communication and Contacts

- To attend Committee Meetings when required and occasionally representing the Private Sector Housing Manager/Strategic Housing Manager at meetings

- To deal with customer enquiries on a day to day basis

- The post holder will be required to carry out other duties commensurate with the level of the post as requested by the Line manager

Strategy / Policy Development

- To contribute to the development of the Private Sector Enforcement and Civil Penalties Policy, Housing Assistance Policy Empty Homes Strategy

Any Other Specific / Relevant Areas of Responsibility

- To attend out of hours meetings

Person Specification

The specific skills, knowledge, abilities, qualifications or behaviours which are needed to effectively undertake the main duties and achieve the job purpose. These will be assessed using the information available from:

1 – Application form
2 – Interview
3 – Exercise (eg psychometric, case study, presentation etc)
4 – Evidence (eg certificate, membership card, course registration etc)

Knowledge and Experience

	Knowledge and Experience	Essential / Desirable	To Be Assessed By
1.	Experience of working with partner agencies to achieve common objectives	D	1,2
2.	Experience of Housing Health and Safety Rating system and enforcement	E	1,2
3.	Knowledge and experience of dealing with breaches and non-compliances under the Renters Rights Act 2025	D	1,2
4.	Working knowledge of construction and remedial actions necessary to remove hazards	E	1,2
5.	Experience in a range of housing related legislation to deal holistically with a case in order to develop a resolution	E	1,2

Qualifications and Professional Memberships

	Qualifications and Professional Memberships	Essential / Desirable	To Be Assessed By
1.	Degree level or holding a professional qualification ideally in Environmental Health & ideally registered with the Environmental Health Officers Registration Board or equivalent Construction qualifications	D	1,2,
2.	Has undertaken HHSRS (Housing Health &Safety Rating Assessment and Enforcement Training)	E	1,2

Job Specific Skills, Behaviours and Personal Attributes

	Job Specific Skills, Behaviours and Personal Attributes	Essential / Desirable	To Be Assessed By
1.	Able to interpret and implement Government legislation	E	1,2

2.	Excellent inter-personal and diplomatic skills – must be able to work effectively with people and organisations at all levels, including landlords, tenants and elected members	E	1,2
3.	High level of customer focus	D	1,2
4.	Able to work with a range of partners and to resolve conflicts	E	1,2
5.	Able to present reports both orally and in writing	E	1,2,3
6.	Strong analytical and co-ordination skills	E	3
7.	Excellent negotiating skills	E	3

	Customer Centred Skills, Behaviours and Personal Attributes	**To Be Assessed By**
1.	Is reliable – builds trust with customers by doing what they say they are going to do, when they say they are going to do it. Is fast (prompt) and easy to do business with. Does not keep people waiting and ensures they are available for appointments on time. Goes the extra mile – delights customer by doing things they would not expect, especially if something has gone wrong.	1, 2
2.	Takes responsibility – assumes ownership of the customer experience and issues, and wherever possible sees queries through to their conclusion. Does not pass the buck or blame others. Deals with issues when things are going wrong and says sorry, even if it is not their fault, if the customer is unhappy about something that the council has done. Follows up and ensures that the customer knows what is being done on their behalf, even if the issue has not yet reached its conclusion. Is empathic, "walks in the customers' shoes" and asks whether they would be happy if they were the customer. Is sensitive to the feelings of others.	2, 3
3.	Listens and communicates with empathy – Lets the customer talk, makes notes and makes sure they understand what is being said by asking questions and re-telling what they believe to be the issue. Uses plain English and avoids using jargon. Tailors both verbal and written communication to the needs of the customer in an empathic manner.	1, 2
4.	Is adaptable and flexible – responds to each customer as an individual and works with others to ensure the customers' needs are met. Where necessary is prepared to go beyond their job description as needed. Finds ways of delivering a solution if at all possible – if it can be done, does it, if it cannot be done, ensures that the customer understands why, and what might be possible alternative courses of	1, 2

	action.	