

Technical Officer - Private Sector Housing Salary: Grade H (£28,785 - £31,371) Until end of November 2021

Group: Communities and Environment
Location: Civic Centre/Community Based Office
Service: Development and Public Protection
Line Manager: Assistant Manager - Private Sector Housing
Car User Status: Casual

Gateshead Council has a dedicated Private Sector Housing Team, made up of Environmental Health Officers and Technical Officers. The Team works across a broad range of housing related issues to improve housing standards and to tackle nuisances.

Poor housing standards and management of privately rented properties, noise, anti-social behaviour, waste accumulations and pest infestations are a key cause of requests for service received by the team. **You will work with homeowners, tenants, landlords, other Council services and organisations outside of the Council to resolve complaints.**

The key roles of this post will include:

1. Offering support and advice to Gateshead residents and private landlords and taking enforcement action where necessary in order to resolve problems of domestic noise, anti-social behaviour, housing related nuisances, such as pest infestations and accumulations of waste, hoarding, problems caused by the keeping of animals, garden bonfires, smoke from chimneys and drainage problems.
2. Carrying out inspections of properties under the Housing Act 2004 and taking all forms of housing related enforcement action to improve housing standards and to tackle criminal landlords; action will include preparing and issuing formal notices, orders and financial penalties, and gathering and presenting evidence in court and to the Residential Property First-tier Tribunal.
3. Offering advice and support to tenants, landlords, and managing agents to tackle poor standards in the private rented sector and to help tenants to maintain their tenancies.
4. Developing and operating a tenant vetting service to help private landlords make informed choices in property letting.
5. Carrying out in-depth investigations, visits and inspections, and taking enforcement action including preparing and issuing formal notices, statutory letters and documents and gathering and presenting evidence in court.
6. Use and management of specialist noise recording equipment and analysis of recordings.
7. Management of a personal caseload relating to the professional work of the Team to ensure customer satisfaction and compliance with Service policies and procedures.
8. Monitoring and updating information systems, producing reports and statistical information and the identification of areas of required intervention.



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9. Liaison with other parts of the Council and with outside agencies to ensure the provision of a co-ordinated multi-agency approach to improve housing conditions and tackle nuisances.
10. Undertaking out of hours work as and when required.
11. Maintenance of an up to date professional knowledge of appropriate legal, technical and social issues to ensure the delivery of an effective quality service
12. Provision of professional advice, support and reports to senior management and attendance at meetings as necessary.
13. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential

Qualification:

- A Level 4 Qualification, such as an HNC
- Current driving licence or means to mobility support

Knowledge of:

- Current and emerging legislation relating to housing standards, noise, anti-social behaviour and nuisances and the technical aspects of enforcement.

- Computer literate

Experience of:

- tackling noise and anti-social behaviour problems
- taking of relevant forms of enforcement action
- Working with in-house colleagues and external agencies to solve housing related problems.
- Proactive work with landlords and the public in relation to the private rented sector.
- Well developed planning, organisational, communication and customer service skills

Desirable

Qualification:

- In a housing or anti-social behaviour related field; to at least HNC level
- Degree/Diploma in an accredited Environmental Health Course
- Certificate of Registration with the Environmental Health Officer Registration Board or signed up to the Chartered Environmental Health Practitioner Programme.

Experience of:

- Experience of working in a Local Authority private sector housing team
- Noise monitoring and analysis using specialist technical equipment.
- Identifying trends and problems that require a proactive approach to deal with neighbourhood issues/problems.
- Working under pressure and with minimum direct supervision



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Competencies

Self Awareness

Is self-aware, learns continuously and adapts behaviour in response to feedback.

Personal Effectiveness

Makes things happen, operates with resilience, flexibility and integrity.

Communication

Shares and listens to information, opinions and ideas using a range of effective methods.

Delivering Results

Promotes customer focused service delivery. Plans and prioritises and learns from mistakes.

Joined Up Working

Promotes collaborative relationships with other services and colleagues in order to improve service delivery.

Improving Delivery

Seeks out the best way to deliver services, promotes innovation and learning and manages risks.

Motivating Teams and Individuals

Creates the right environment for teams and individuals to perform at their best.

Managing Team and Individual Performance

Gives clear direction and feedback to maximise performance.

Managing Diversity

Treats individuals with respect and consideration, takes employee policy and practice seriously.



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