

Job Profile

Private Sector Housing Officer Grade F- G (+ Market supplement of £3000)

About the Job

- Reporting directly to the Housing Team Leader (Enforcement and Regulation) this role offers an opportunity to utilise your knowledge of the Housing Act 2004, Renters Rights Act 2025 and other legislation to improve the conditions of the housing stock and reduce health inequalities.
- Gloucester City Council has recently undergone an extensive restructure and launched the new Enforcement and Regulation Service to ensure we offer the most up to date, modern and flexible working arrangements.
- The team works closely with environmental health, housing services (housing options and homelessness), planning enforcement and enviro-crime to ensure there are opportunities for collaborative working across a range of disciplines with numerous exciting projects.

This is what we need you to do...

- Carry out HHSRS inspections and enforcement.
- Undertake HMO licensing inspections providing proactive and reactive work to ensure standards of facilities and amenities in high risk properties.
- Carry out inspection and licensing of caravan sites
- Assess empty properties and work with owners to bring them back in to use.
- Undertake cyclical inspections for temporary accommodation and landlord incentives scheme to improve access to the private rented sector.
- Work on environmental health matters and enforcement of public health legislation.
- Develop and maintain strong relationships with registered providers or landlords to evaluate practices or partnership arrangements.
- To instigate and implement changes to effect service improvements in line with the service plan.
Experienced officers will be expected to undertake Tribunal and court proceedings including collating and evaluating evidence required for enforcement action and prepare for prosecutions.
- To participate in case conference or multi-agency protection arrangements to consider suitable Housing and Health and Social Care services and emergency services.
- Promote options for improvement or sign-post to other sources of help or resource to encourage good public health, safe and fuel-efficient housing; and also reduce the level of empty homes in the City.
- Maintain and produce performance reports, ensuring records are appropriately updated;
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time.

Special Conditions

- To support or participate in any emergency or out of hours arrangements.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working within a related field at a professional level, demonstrating competency of housing/homelessness or environmental and public health legislation.
- Experience of customer service and coping well under pressure and dealing with difficult situations.
- Project management experience.

Knowledge, Skills and Understanding

- Ability to oversee the work of others, providing advice, guidance and support.
- Work using own initiative.
- Ability to listen and empathise with clients including those with a range of complex needs including disabilities, both physical and mental health. We need to ensure that all our customers receive a high quality and empathetic service whilst accurately recording information; and accurately relaying policy or guidance.
- Organisation, planning, analysis and implementation skills.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to maintain statistics and see trends or the ability to interpret data and make recommendations.
- Negotiation and engagement skills to develop relationships with clients, stakeholders, members and other partnerships with credibility.
- Understanding, advocating corporate and service area plans
- Able to work from the initial concept stages of a project through to seeing the successful end stages.

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Education & Qualifications

Essential

- Graduate level or higher qualification in a relevant discipline e.g. Environmental Health, Housing or equivalent in experience.
- HHSRS practitioner qualification.
- Working towards or have either membership of a relevant professional body such as the Chartered Institute of Environmental Health, CenvH Registered; RICS, building control or surveying equivalent.