LANCASTER CITY COUNCIL
Promoting City, Coast & Countryside

Lancaster City Council - Job Description & Person Specification

Job Title:	Housing Technician (Housing Standards)	**Grade:**	GGS9	**Job Code:**	LCC199
Service/Team:	Housing and Property	**Role Type:**	HYBRID	**Reports to:**	Housing Standards Manager
Line Manages:	N.A				

Job Overview

- To promote good quality housing and high standards of housing management by engaging with and establishing strong working relationships with private landlords, letting/managing agents and tenants in the private rented sector
- To deliver a high standard of regulation within the full remit of the housing standards team. To manage and deliver a personal caseload and provide professional advice having due consideration for all relevant statutory guidance, technical guidance and codes of practice.
- Conduct complaint investigations/inspections with consideration to all relevant legislation. With support, take decisions on prioritisation of work, determination of risk/harm, determine methods for gathering information/evidence. To implement appropriate regulatory action, including service of legal notices, issuing civil penalties, take statements, produce reports and maintain up to date and accurate case file/files for legal proceedings as and when required.

Direct Responsibilities

The main duties and responsibilities are:

- To inspect and secure improvements to standards in private residential properties and promote good quality management in private sector housing using negotiation, education, advocacy and enforcement.
- To respond to a broad range of enquiries from members of the public, other Council departments and other agencies, to help find a solution to their housing problems.
- To serve as a case officer and regulator, and participate in problem solving and intelligence gathering wherever this is required. To organise and manage a varied and complex caseload in accordance with statutory requirements and service standards.
- To interact with the public and other agencies where sensitive and confidential information may be involved.
- To undertake the survey and inspection of properties, use technical equipment, carry out risk assessments and prepare clear written reports on property conditions, defects and repair schedules and estimates of repair costs. Inspections may be programmed or reactive and targeted
- To provide technical support using knowledge and experience of building construction, to the Housing Standards team, members of the public and other agencies
- To work towards improving the health outcomes of households by promoting high standards in private sector housing.
- To engage closely with stakeholders, community groups and partner agencies in promoting good quality housing and maximising public reassurance.
- To implement HMO, Additional and Selective licensing schemes as required, including inspecting properties and ensuring compliance with licensing standards by providing expert advice and enforcement.
- To implement caravan licensing schemes as required.
- To deliver initiatives designed to reduce hazards in residential properties, in particular damp and mould, and reduce fuel poverty and promote energy saving measures.
- To assist landlords and tenants to access grants and funding to achieve improvements where appropriate.
- To deliver regulatory advice, warnings, and formal enforcement including fixed penalty notices, civil penalties and preparation of statutory notices, case files and prosecution files.
- To represent the council in Court and at Residential Property Tribunals as required.

- To manage and supervise works in default – including preparing work schedules, selecting builders and supervising the work to a satisfactory conclusion. To follow the Council's procurement requirements and procedures, ensuring quality of workmanship and best value, resolving on-site problems, and giving instructions to contractors and ensuring technical compliance. To monitor the costs of all work and ensure works are satisfactorily completed to budgets and within agreed timescales. To inspect all works upon completion and to authorise payments to contractors, subject to satisfactory completion.
- To ensure all work is carried out in a safe manner and that national and organisational Health and Safety policies are adhered to including risk assessments, method statements and safe working practises.
- To contribute to continuous development and improvement of the team's tactics, operating methods, operations, campaigns and communication strategies.
- To fulfil the performance and requirements of the role and demonstrate a strong commitment to ongoing learning and development.
- To coordinate with colleagues making best use of systems, techniques and equipment resources.
- To fulfil the performance and requirements of the role and demonstrate a strong commitment to ongoing learning and development.
- To interact regularly with internal colleagues, such as those within Housing, Planning, Conservation, Public Realm, Anti-Social Behaviour, Planning, Conservation, Environmental Health and Communications, and external stakeholders such as councillors, Lancashire Fire and Rescue Service, Lancashire Constabulary, Health and Social Care Services and other local authorities and any other individuals or groups as required.
- To provide enforcement officer cover and support for other teams as required.
- To record case information data and use IT systems as required.
- To provide high levels of customer service with affected people and communities, acti with impartiality and integrity.

Primary Measurable Objectives

- To act as a professional officer responsible for improving private housing and in providing advice and professional assessments and reports.
- Interpret and apply legal standards relevant to the circumstances. Represent the Council in Court and at Tribunal with support.
- Respond to service requests within the appropriate timescales and provide a high standard of customer service and networking with colleagues and partner agencies, aiming to make a positive difference in our communities and to promote public reassurance.
- Manage and deliver a personal caseload producing timely and effective results in advice, problem solving, investigations and enforcement.
- Participate actively in learning, service development and continuous improvement.
- Participate in delivering residential licensing schemes including HMO, Additional, Selective and Caravan Park licencing including visits and full evaluation of facilities against benchmark requirements.
- Provide an active role in local emergencies, for example flooding.

Staff Management Responsibilities

Manage and supervise contractors carrying out remedial works in default. Supervise and evaluate the value and quality of works completed the by contractors.

Person Specification

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Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other…
Specialised Qualifications & Training	Possession of a relevant subject at degree level or equivalent professional experience in a housing context Professionally trained in practical inspection, investigation, intervention and criminal law enforcement in a context directly applicable to the job role. Professionally trained in gathering evidence, preparing standardised enforcement files and appearing in court as a professional witness.	Certified assessment of professional competence in the Housing Health and Safety Rating System (HHSRS)	App Form, Interview, Certificate
Experience	Experience of working in a housing related discipline Experience of working in a public facing role Experience of regulation and enforcing standards. Experience of communicating complicated information in a straightforward way.	Experience and knowledge of local authority regulatory responsibilities in respect of HHSRS and nuisance investigations. Experience of working in difficult situations and dealing with conflict and aggression. Experience of undertaking investigations. Experience in case management, including gathering and recording information, taking regulatory action and robust understanding of rules of evidence	App Form, Interview

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Job Related Skills, Knowledge & Abilities	Able to influence, negotiate and encourage others, resolve conflict and deal effectively with challenging situations. Detailed knowledge of current private sector housing issues and building construction Detailed knowledge of good practice housing construction, adaptation, repair and maintenance. Detailed knowledge of housing related legislation. Detailed knowledge of energy efficiency and retrofitting, and of alternative energy sources and solutions. Excellent verbal and written communication skills with the ability to present information coherently and concisely to different audiences. Ability to understand and explain legislation, procedures and requirements to others to ensure compliance Detailed knowledge of Fire Safety, working when required, directly with LFRS fire safety enforcement team	Detailed knowledge of housing standards legislation including HMO, Additional and Selective Licensing requirements. Some knowledge and understanding of current homelessness and related legislation including the roles and responsibilities associated with homeless prevention and the pursuit of wider housing options General understanding of the principles around public health and an understanding of the link between housing and health.	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Ability to work with minimal supervision. Manage own case/workload within the boundaries (of autonomy) agreed with the service manager.		App Form, Interview

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	Use a range of appropriate communication styles to influence others Demonstrate a determination to achieve challenging targets Display a commitment to personal and professional development and learning. Ability to recognise and manage customer expectations, handle complaints and to provide and receive feedback		
Special Requirements/Other	A full UK driving licence. Work with the team to provide office cover between 9am and 5pm. Where necessary, work outside normal office hours.		App Form, Interview

Additional information
Lancaster City Council Specific Knowledge Once in post, demonstrate: Understanding, implementation and adherence to Lancaster City Council's policies and procedures. Understanding, implementation and adherence to Our Values. Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan. General Statement The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role. As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role. Learning and Development You are expected to undertake any training and development appropriate to the current and future needs of the post. Health & Safety at Work

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All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		**Print name:**		**Date:**	
Manager Signature:		**Print name:**		**Date:**	