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|  | | | | JOB DESCRIPTION | | | Form JD1 |
| JOB TITLE: Enforcement Officer | | | | | **POST NUMBER:** 1100EWZ | | |
| **REPORTS TO** (Job Title): | | | | | Senior Officer Housing Standards and Adaptations | | |
| **DEPARTMENT:** Housing Services | | | | | GRADE: 9 | | |
| **JE REF:** | | | 4028  B01297 | | PANEL DATE: | 17/07/2018 | |
| **1.** | **MAIN PURPOSE OF JOB**  To undertake a range of regulatory and advisory activities to achieve compliance with housing and public health legislation thereby ensuring residents occupy homes that are healthy, safe and in a suitable and habitable condition.  To work in partnership with local authorities, other internal and external enforcement and agencies, to target and take effective enforcement action against the worst rogue landlords and letting practices that can cause serious health and safety issues in residential homes  To work within a multi disciplinary team aimed at raising standards (physical and management standards) in private homes and the provision of other preventive services to improve the health, safety and wellbeing of residents across all tenures. | | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | | |
|  | i | To carry out comprehensive inspections identifying health and safety issues and poor management practises in the private rented homes including Houses in Multiple Occupation (HMO) | | | | | |
|  | ii | Write and serve warning letters, notices and prosecution reports as appropriate to best course of action, in accordance with the Department’s enforcement policy. To gather and present evidence in court where necessary. | | | | | |
|  | iii | To develop and maintain close links with other external) agencies (particularly the police, immigration services) and other local authority services, for the effective and efficient achievement of team objectives. | | | | | |
|  | iv | Support the development of multi-agency operations with agencies such as the Police to deliver both new and existing approaches to environmental crime and anti-social behaviour. | | | | | |
|  | v | To undertake complex investigations and resolve complaints to secure compliance with legal requirements. | | | | | |
|  | vi | To advise customers, council officers and members on complex or advise technical aspects of policies and their interpretation providing technical support as necessary, | | | | | |
|  | vii | To develop, deliver and co-ordinate presentations, briefings and training to HMO License Holders and YorProperty, partners, stakeholders and other audiences, using your operational knowledge of the scheme, as required.  Develop and maintain advisory leaflets, etc. regarding the Council’s policy as relating to the scheme. | | | | | |
|  | viii | To attend meetings with Senior officers, the public, Members or external agencies provide advice and technical support | | | | | |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  Number of staff reporting to jobholder and nature of supervision  eg full line management responsibility or day to day supervision of work  Direct: None  Indirect: Occasional provision training and guidance to students for example student environmental health officers and trainee and new qualified occupational therapists | | | | | | |
| **4.** | **CREATIVITY & INNOVATION**   * An ability to interpret a wide variety of complex of legal and technical issues. * An ability to develop innovative and effective solutions to problems (both existing and emerging) within own area of expertise. * When dealing with health and safety matters the post holder will have to find the most appropriate solution, requiring imagination and negotiation, sometimes adjusting the work programme after considering the views of individual customers. * An ability to devise materials (based on the analysis on intelligence) to give practical advice to residents to avoid them becoming victims of rogue landlords and agents * Devise and deliver training for colleagues and other stakeholders on areas of expertise through HMO licensing / landlords conferences etc . * Develop a positive and pro-active culture within the section and enthuse members of the team to perform to an excellent standard. * Supports the Senior Officer in developing services that meet the requirements of statutory legislation and council policies. * Support the Senior Officer to improve services, by improving working practice and methods of delivering services. This work is guided by local and national policies for housing and social care. * Problems are complex require creativity solutions following consultation and negotiation by the post holder. Solutions must comply with legislation and local policies. * Problem solving is a daily activity. | | | | | | |
| **5.** | **CONTACTS & RELATIONSHIPS**  **Internal** The post holder will have regular (possibly even daily) contact with officers in other council regulatory departments to share intelligence and to progress joint investigative projects. He/she will be expected to give expected to give expert advice and support on a range of operational issues. Not exhaustively partners will include Planning, Building Control, Neighbourhood Enforcement Officers, Public Protection Officers and legal services  **External** The amount of contact with each group or organisation will vary depending on the nature of community, activity, project, complaint and investigation. Some contacts and relationship will by their nature be long lasting in order to achieve significant results; others will be of a short term to achieve a prompt resolution of the issue.  Contacts are generally around the normal routines, sometimes involving information on contentious subjects which at times may be emotive and complex.  Contact can sometimes be challenging and involve conflict where there is a reluctance to comply, officers must use judgement, tact and diplomacy to bring about a positive resolution.  Not exhaustively but will include tenants, homeowners landlords, licensed HMO holders, Landlord Associations, Managing Agents, Universities, North Yorkshire Fire & Rescue Service, North Yorkshire Police, Solicitors, Health & Safety Executive, Immigration Service, Border Force Gangmasters and Labour Abuse Authority and HM Revenue and Customs | | | | | | |
| **6.** | **DECISIONS – discretion & consequences**  **Decisions:**  Operational decisions in the field without recourse to advice including the prohibition of premises and the instigation of criminal investigations.  The post holders are responsible for ensuring that the correct procedures are followed in respect of investigation and inspection activities which may lead to enforcement and prosecution  Interpretation and application of housing and public health legislation.  Planning, prioritising and monitoring of workload.  Decide appropriate course of action in relation to infringements and recommend accordingly including the service of statutory Improvement and Prohibition notices.  Decide on own work agenda for each day; attend some meetings called by other staff. These relate to service delivery and service development.  **Consequences:**  All decisions taken by the post holder must be recorded and open to further scrutiny by stakeholders, managers, legal representatives and the judicial system.  The decisions made by the post holder will have an impact on the health & safety and quality of life of individual customers and upon the overall condition of the cities housing stock.  Specific decisions made by the post holder will have an considerable impact upon the finances and liberties of private landlords most notably through the issuing of notices that prohibit premises (or parts of) from being used. | | | | | | |
| **7.** | **RESOURCES – financial & equipment**  *(Not budget, and not including desktop equipment.)*  Description Value  Mobile phone £100  Damp meter £300  Digital camera £150  Tools - Noise meter £500  Safety clothing/equipment (coat, boots, helmet, £200  Gloves, personal attack alarm) | | | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**  **Work demands:** The work covers a wide area of activities and the post holder is required to ensure that service objectives and the needs of customers are met. Routine duties are always liable to be interrupted by unforeseen demands on the service and the post holder is responsible for regularly rearranging work patterns in order to meet emergency situations as they arise. Pressure associated with constantly working to tight timescales, balancing the need to achieve inspection targets with the need to carry out fair and thorough investigations, in accordance with judicial rules and council policy. The post holder is required to work from their own initiative with minimal supervision and to carry asks several tasks at the same time.  **Physical demands:** when in the office (approximately 40%) the work involves use of IT equipment, standard software and specific databases. When out of the office the post holder is required to carry out enforcement activities including visits to both residential and business premises. This requires the need to transport equipment, driving or cycling between sites.  **Working conditions:** when away from the office the post holder can be working indoors or outdoors and can encounter inclement weather and dirty, dusty, noisy and potentially dangerous conditions. The inspection of filthy and verminous premises also brings the post holder into contact with noxious substances including human and animal excrement, nauseous smells, needles.  **Work context:** the work of the post holder involves regular lone working, confrontational situations, unpleasant and disturbing situations. Daily there is a risk of physical or verbal abuse from those with whom they come into contact both over the phone and face to face. The management of conflicts associated with customer expectations and enforcement action can be stressful. | | | | | | |

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| **9.** | **KNOWLEDGE & SKILLS**  **Qualifications and Experience**   * Relevant knowledge associated with the Housing and Public legislation under which any enforcement will take place. Commitment to continuing development, indicated by a professional qualification associated with the area of work and/or equivalent level of achievement/work experience. * Must have a proven track record in undertaking investigations into breeches of criminal legislation, and specialist knowledge in one or more investigative techniques. * An ability to interpret legislation and apply practically without supervision. * A good knowledge of IT systems including the ability to interpret and act upon information contained in databases. * An excellent ability to communicate clearly and effectively with a variety of customers and audiences both verbally and in writing. * A sound ability to negotiate with colleagues with conflicting priorities to ensure team objectives are met. * Understanding of local, regional and national priorities Housing and Public Health knowledge * The ability to make and act upon decisions taken away from the office often in difficult or pressurised situations*.* * The ability to carry out health and safety risk assessments of team activities and to implement solutions to mitigate those risks as situations change ‘in the field’. * To have a thorough understanding of the National Intelligence Model, how to interpret and use ‘intelligence’ and how to implement relevant control strategies. * Experience of successful partnership work with colleagues from other statutory, independent and voluntary agencies working in social care, housing and health.   **Skills and abilities**   * Interpretation of a complex range of legislation and apply it in the course of general duties when investigating complaints or service requests and when carrying out proactive enforcement action.   Communication of information, both orally and in writing, in a clear and concise manner to a range of audiences including senior and junior officers, councillors, businesses, members of the public and other internal and external bodies.   * Maintenance of accurate and contemporaneous records of all complaint investigations, request for service, inspections, and all other enforcement related work, in accordance with legal procedures for evidence purposes including the continuity, security and preservation of evidence for use in criminal proceedings. |
|  | * Analysis of complex issues and presentation of imaginative and practical solutions. * Deal confidently with difficult situations demonstrating sensitivity and tact when handling complaints and be able to offer pragmatic solutions through negotiation and persuasion. * Developing and sustaining partnerships and effective working relationships with the police and other agencies to tackle unsafe conditions in the private rented sector * Addressing equal opportunities issues   **Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure** |