

Designation:	Private Sector Housing Officer
Grade:	Stroud 5
Hours:	18.5 hours per week
Location:	Ebley Mill, Stroud
Job Purpose:	To assist in delivering the Council's Housing Renewal Service.
Responsible to:	Principal EHO/Housing Renewal Manager
Responsible for:	No direct line management.

KEY DUTIES

- To take a lead role in developing the Council's response to the problem of empty homes in the district.
- Undertake activities to promote good landlord/tenant relations in the private sector

- Participate as required in the organisation and delivery of promotional and educational events and seminars.
- To support the Housing Renewal Manager with research as required to develop policies and procedures.

- Maintain accurate records of all work and maintain relevant computer records in accordance with agreed procedures.

- Investigation of complaints and dealing with enquiries and complaints on a daily basis as necessary.

The work will require lone working and the occasional physical activity such as lifting drain covers and accessing loft spaces, basements and climbing ladders.

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

SKILLS AND KNOWLEDGE

- Excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload
- Possess a suitable and appropriate recognised qualification at degree level or equivalent.
- Full UK driving licence required

Good time management will be required in order to undertake a variety of related tasks to which a good level of practical knowledge and skills will need to be applied.

Ability to undertake work concerning more involved tasks, confined to one function or area of activity which requires a good standard of practical knowledge and skills in that area of activity.

COMPLEXITY AND CREATIVITY

- Respond to queries and complaints creatively within the general guidelines laid down in policies and written procedures.

Creativity will be required across a range of complex issues but within the range of options available within the legislative framework and established policies.

JUDGEMENT AND DECISIONS

Work is carried out in dealing with non contentious issues within policies and procedures where the range of options of actions available to chose from are laid out with all other decisions being referred to the Principal EHO.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public
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Responding to enquiries and requests on generally non contentious matters but some assessment of the issue and consideration of the appropriate response where different options are available will be required.

RESOURCES

Responsible for the proper use and safekeeping of items of equipment such as damp meter and drainage cover lifting equipment etc

TRAVEL DESIGNATION

Car User

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.