

JOB DESCRIPTION

JOB TITLE:	Housing Officer (Enforcement)	JE NUMBER: A13335
DIRECTORATE:	Housing	BAND: 8
RESPONSIBLE TO:	Housing Manager	
RESPONSIBLE FOR:	N/A	
MAIN PURPOSE OF POST:	To provide quality housing management services and deliver effective enforcement action to ensure communities feel safe and secure. Provide support to tenants alongside other agencies to maintain the terms of their tenancy agreements. To make a positive contribution to the physical environment of the area managed by enforcement of the terms of tenancies relating to external and shared land, and common parts. Ensure effective management of neighbourhood and community issues, particularly in relation to Antisocial behaviour and tenancy related complaints.	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	To take ownership and responsibility for complex cases of anti-social behaviour, nuisance and other breaches of tenancy, in order to create safe and sustainable communities
2.	To ensure that the community and tenancy management issues are responded to in a solution-based approach with a high standard of customer service in partnership with the Housing Officer, housing officer- support, statutory and voluntary agencies and other service providers.
3.	To work in partnership with internal and external partners where appropriate, to ensure that issues are tackled proactively
4.	To be responsible for the achievement of performance targets
5.	To support the Housing Officers to enforce tenancy conditions where appropriate.
6.	To identify vulnerable customers and customers with support needs, to provide appropriate support for victims, reporters and witnesses of anti-social behaviour and other tenants in need and to refer to internal and external services and support providers.
7.	To organise, coordinate, lead, represent the Council and provide sensitive and confidential information for multi-service conferences, including those relating to safeguarding, social care, drugs and alcohol use and mental health for vulnerable adults and children

8.	To interview perpetrators, victims and witnesses to incidents of anti-social behaviour and other relevant breaches of the tenancy agreement involving Council tenants, and take appropriate action in accordance with policies and procedures. This includes considering appropriate legal measures which could include: • taking witness statements • drafting legal and associated notices, agreements and behaviour contracts under the guidance of a senior officer or legal practitioner • attending court hearings and appeals hearings and give evidence.
9.	To ensure the Council's safeguarding procedures are followed where appropriate.
10.	To take ownership and responsibility for customer interactions and provide appropriate advice and support to customers either in person or by email or telephone
11.	To actively promote tenant engagement and involvement through a variety of different approaches.
12.	To work within Council policies and procedures including data protection and financial regulations.
13.	To ensure the Council's health and safety policies and legal requirements are adhered to.
14.	To contribute to the development, review and improvement of policies and strategies in line with current legislation and best practice.
15.	To support the achievement of social inclusion, equality and diversity in both employment and service delivery including the promotion of equality of opportunity
16.	Promote and deliver the priorities, values, and objectives of Chesterfield Borough Council at all times

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	x	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

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DIRECTORATE:	Housing	DATE:	

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	A good working knowledge of housing issues and law in relation to anti-social behaviour and enforcement of tenancy terms.	Application Form, Interview
•	Excellent interpersonal skills, including the ability to listen, explain clearly, and the ability to persuade.	Application Form/ interview
•	Excellent proven customer care skills	Application Form / interview
•	Ability to work without close supervision and to organise own workload	Application form / Interview
•	Ability to maintain records with sufficient accuracy and detail and to manage the storage of records on paper based and I T systems e.g. databases word files.	Application Form / interview
•	Ability to remain calm and diplomatic when faced with aggressive or distressed customers	Application form / Interview
•	Good written communication skills suitable for making clear, accurate and detailed notes of incidents, and being able to communicate clearly, sensitively and effectively with people having a broad range of roles and capabilities.	Application Form, Interview
•	The ability to use appropriate ICT emails, tablets, handheld devices, updating databases and management information systems, working orders/ invoicing.	Application Form, Interview
•	The ability to work effectively in a very busy working environment to	Application form /

	prioritise workloads and prioritise competing demands	Interview
•	The ability to approach cases impartially	Interview
•	The ability to integrate into a team and to work closely with a variety of teams	Application Form, Interview
•	Understanding and sensitivity to confidentiality and data protection	Application form / Interview
•	Knowledge of the roles and responsibilities of partner statutory and voluntary agencies.	Application/ Interview
•	Knowledge of estate management issues	Application Form, Interview
•	The ability to identify and contribute towards service improvements	Application Form, Interview
Desirable		
•	Knowledge of the work of local government, social housing and partner agencies.	Application Form, Interview
EXPERIENCE		
Essential		
•	Dealing with difficult conversations and conflict management with members of the public in relation to service delivery.	Application Form, Interview
•	Collaborating and working with internal and external teams and services to problem solve	Application Form, Interview
•	Experience of working in an enforcement role relating to social housing	Application form
Desirable		
•		
QUALIFICATIONS		
Essential		

•	A full driving license	Application Form / Certificate
Desirable		
•	A housing qualification	Application Form / Certificate
•	Minimum of 4 GCSEs Grade A to C / 9-4 or equivalent, including English and Maths, or an NVQ 3 or equivalent.	Application Form / Certificate
•	Training in investigation of anti- social behaviour and enforcement of tenancy agreements.	Application Form / Certificate
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value. For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	Interview
Level: 1		
Changing and Improving	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective	Interview

Level: 1	change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways. For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
Level: 1		
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
Level: 1		
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 1		
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.	Interview
Level: 1		

	For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	
Delivering Value for Money	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
Level: 1		
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	Interview
Level: 1		
Delivering at Pace	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly	Interview
Level: 1		