

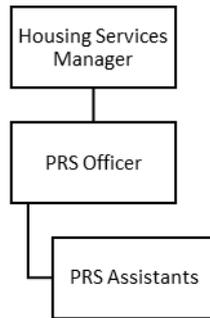
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

| | |
|---|---|
| SERVICE: | Neighbourhoods (Place) |
| SECTION: | Strategic Housing Services |
| LOCATION: | Number One Riverside, Rochdale |
| JOB TITLE: | Private Rented Sector Assistant |
| POST NUMBER: | |
| Grade: | 6 |
| Accountable to: | Private Rented Sector Officer; Housing Services Manager |
| Accountable for: | None |
| Hours of Duty: | 37 flexible working hours in accordance with the needs of the service. |
| Any Special Conditions of Service: | <p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p> <p>Some out of hours working and attendance at evening meetings, which will be compensated for in accordance with local conditions of service.</p> <p>Casual user car allowance</p> <p>This full-time post is for an initial fixed-term period of 12 months, after which the post will be reviewed, subject to funding availability.</p> |

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

- To undertake an assistant role within the Private Rented Sector team, focussing particularly on non-commissioned supported housing in the private sector.
- To assist the Private Rented Sector Officer in delivering a private rented sector service which includes carrying out property surveys and inspections using the Housing Health and Safety Rating System, the implementation of both reactive and proactive enforcement of Housing Legislation, HMO Licensing, Empty Properties and Landlord Accreditation.

Control of Resources

Personnel:

- None (other than to mentor and support staff placed temporarily under the post holder's control, e.g. trainees, temporary staff, work experience students, etc).

Financial:

- Responsible for working in accordance with the financial regulations and procedures of the Authority.

Equipment/Materials:

- To be responsible for all materials and equipment from time to time issued to the post-holder or used by staff allocated to the post-holder.
- Responsible for the safe, efficient and effective use of equipment and materials used by the post-holder and the proper maintenance of record systems.

Health/Safety/Welfare:

- Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity:

- To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development:

- The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

- Management and staff of the Strategic Housing Service
- Management and staff of other Services within the Authority
- Wider Leadership Team
- Elected Members
- Internal Contractors
- Township Offices

External

- Members of the public
- Management and staff of partner organisations
- Representatives of community groups, voluntary organisations and business community
- Staff of Government departments
- Homes and Communities Agency
- Staff and management of other Local Authorities and public
- Registered Provider partners
- Private Developers
- Greater Manchester Combined Authority
- Academic institutions
- Housing working parties
- Delivery partners
- Local housing providers, managing agents and estate agents
- Local MPs
- Media
- Voluntary sector partners

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. To undertake property surveys using the Housing Health & Safety Rating System (HHSRS) where required, particularly relating to non-commissioned Supported Housing within the private sector.
2. To implement the Council's approved policies and duties in relation to all aspects of Private Sector Housing.
3. To provide a pro-active and reactive service to private tenants making use of existing powers under the Housing Act 2004.
4. To assist in the delivery of the Council's Mandatory and Additional HMO Licensing Scheme
5. Assist in the delivery of the Council's Landlord Accreditation Scheme
6. Assist in the delivery of the Empty Property Strategy, including identifying and visiting empty properties, liaison with other agencies, communication with owners of empty properties and identifying solutions to deal with empty properties both in the short term and long term.
7. To provide guidance and advice to owners, landlords, and tenants in interpreting HHSRS surveys, schedules of work and legislative requirements.
8. To support the Private Rented Sector Officer and Technical staff in relation to Private Sector housing matters, by:
9. Investigating complaints, and undertaking service requests from private tenants, in relation to any private sector housing matter by:
 - Liaising with the Housing Technical Officer in the preparation of schedules of work based on HHSRS survey reports.
 - Preparing statutory notices on infringements of Housing legislation, preparation of files for prosecution, assist with carrying out interview under caution ensuring the requirements of PACE are met and where necessary to appear as a witness on behalf of the council at courts of law, public inquiries, tribunals and at other outside meetings as required.
 - Conducting investigations and interviews under caution ensuring the requirements of PACE (Police & Criminal Evidence Act) are adhered to.
 - Undertaking reactive and proactive site visits / inspections, and taking any necessary remedial action to ensure compliance with legislative standards relating to empty properties;
 - Undertaking surveys, surveillance, research activities and project work;
 - Participating in activities such as Landlord Accreditation Forums and Community Meetings
 - Contributing to all other appropriate activities undertaken across the private rented sector service
10. To maintain effective liaison with other enforcement agencies and to foster partnership working.
11. To ensure the consistent approach of the Housing Health & Safety Rating System (HHSRS), maintaining knowledge, contributing to and keeping up to date with worked examples, changes in legislation.
12. To assist senior officers in the production of reports to council committees and other bodies (including reports which provide information and statistics for submission to appropriate bodies on the work of the section).
13. To maintain all pertinent records (manual and computerised) to comply with requirements of the section, service, service group, council or government.
14. To participate in partnership working arrangements with other council services, other local authorities or external agencies as required within the designated team.

15. To ensure that council equipment allocated to the officer is kept in good working condition, and (where required) to work with senior officers in the maintenance / update of such equipment.
16. To keep up to date with developments in the field of Private Sector Housing.
17. To positively represent the Strategic Housing Service at council meetings, working groups, public meetings, and advisory groups (both internal and external to the council).
18. To act as a positive role model and assist in the motivation of all staff within the Service.

Secondary Duties

1. To contribute to the efficient and effective use of ICT systems in connection with work of the Housing Team.
2. To deal with all correspondence and media enquiries in accordance with the agreed arrangements for timely responses.
3. To assist the Housing Services Manager dealing with those who have a complaint about services (both internal and external customers)
4. To prepare reports as required and make recommendations at the appropriate level for action.
5. To attend and represent or act as the Council's witness at public inquiries, courts of law, tribunals and at other outside meetings as required.
6. To assist the Private Rented Sector Officer in dealing with those who have a complaint about services (both internal and external customers)
7. To deputise, as appropriate, for the Private Rented Sector Officer
8. To prepare reports as required and make recommendations at the appropriate level for action.
9. To participate in the Council's Emergency Planning arrangements.
10. To participate in a Duty Officer rota, if required.
11. To participate in in-service training, both as a trainer and a trainee as required, ensuring staff of the Service are adequately trained.
12. To use standard MS office programmes to include production of policy documents, reports, briefing notes, presentations, meeting minutes, letters etc
13. To attend team meetings and promote team working as appropriate.
14. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

| | | | |
|-----------------------------|----------------------|------|-------------------|
| Job Description prepared by | <u>Stuart Morris</u> | Date | <u>21.07.2021</u> |
| Agreed by Postholder | _____ | Date | _____ |
| Supervisor | _____ | Date | _____ |
| Service Director | _____ | Date | _____ |

**Rochdale Borough Council
Person Specification**

| | | | |
|------------------|-----------------------------------|----------------------|--|
| Service : | Neighbourhoods | Post: | Private Rented Sector Assistant |
| Section : | Strategic Housing Services | Post Number : | |
| Job Ref: | RO51289 | Grade: | 6 |

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

| Essential criteria | How Identified: AF Application Form I Interview A Assessment |
|--|---|
| (a) Special Working Conditions | |
| 1 Attendance at evening or weekend meetings, as directed, will be expected for which compensatory leave will be given in accordance with the local scheme. | AFI |
| 2 Are you willing and able to undertake and participate in training and development activity | AFI |
| 3 Please confirm you are willing and able to travel in the course of your duties for which appropriate allowances will be paid. | AFI |
| (b) Qualifications and Experience | |
| 4 Please detail your experience in a private rented sector housing support role | AFI |
| 5 Do you hold an approved HHSRS Surveyor or have the skills/experience necessary to obtain the qualification. | AF |
| 6 Please detail your experience of developing and maintaining effective administrative procedures within a service, including telephone, filing, processing documentation. | AFI |
| 7 Please detail your experience of interpreting schedules of work. | AFI |
| 8 Please detail your experience of working with a range of professionals from different settings. | AFI |
| 9 Please detail your experience of developing and maintaining effective administrative procedures within a service, including telephone, filing, processing documentation | AFI |
| 10 Please detail your experience of using computer and information systems i.e. Word, Excel, PowerPoint, Email and the internet. | AFI/A |
| 11 Please provide details of your experience of corporate policies regarding data protection, safe guarding, Freedom of Information requests, and Councillor enquiries. | AFI |
| 12 Please detail your experience of prioritising workload to meet pre-determined deadlines | AFI |
| 13 Please detail your experience of maintaining financial records | |
| (c) Skills and Knowledge | |
| 14 Please detail your knowledge of the statutory functions and powers of the Local Housing Authority | AFI/A |
| 15 Please provide details of your literacy and numeracy capable of analysing own research and producing reports and spreadsheets based on that information. | AFI/A |
| 16 Please detail your ability to work accurately and effectively under pressure and maintain confidentiality | AFI/A |

| Essential criteria | | How Identified: AF Application Form I Interview A Assessment |
|----------------------------------|--|---|
| 17 | Please detail your ability to prioritise workload, meet deadlines and demonstrate time management skills | AFI |
| 18 | Please detail your ability to be proactive and work on own initiative with limited supervision | |
| 19 | Please detail your ability to process documentation related to the post with attention to detail, good presentation and layout skills | AFI |
| 20 | Please detail your communication and customer care skills including written, telephone and verbal. | AFI |
| 21 | Please detail your ability to deal appropriately with complex and sensitive issues | AFI |
| (d) Behaviours and Values | | |
| 22 | <p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud • Passionate • Pioneering and Open <p>Please confirm you are willing to adhere to these values and behaviours</p> | AFI |