



Role Profile

This section provides key information relating to the role

Job Title:	Private Sector Housing Technician		
Post No:	P01273	Grade:	G/H
Team:	Private Sector Housing	Location:	Campus East
Responsible to:	Private Sector Housing Team Leader		

Overall job purpose:

To contribute to the efficient and effective performance of Private Sector Housing functions, and to the achievement of statutory and local targets.

To carry out all such work in accordance with statutory requirements and Council policy and procedures

Key areas of focus:

1.	To carry out initial investigations and make reports with regard to complaints about housing conditions, and overcrowding, and homes that do not meet Decent Homes standards or are otherwise in disrepair.
2.	To carry out reactive and proactive work in respect of all types of Houses in Multiple Occupation, including work involved in the implementation of the Council’s mandatory HMO licensing scheme.
3.	To undertake inspections and reports with regard to immigration and medical re-housing requests.
4.	To provide an effective and appropriate response to reasonable requests for service in connection with private sector housing.
5.	To respond to initial enquiries about and process Housing Assistance Grants/Loans including some mandatory Disabled Facilities Grants.
6.	To carry out work-in-progress and final inspections on Housing Assistance grant and loan cases.
7.	To ensure that appropriate action is taken in all cases and is followed through to a satisfactory conclusion.
8.	To implement administrative and clerical procedures, as required, to undertake designated tasks.
9.	To provide assistance and support to colleagues and cover in their absence, as required, including telephone cover, when required.
10.	To participate in training as may be needed for the proper performance of the job.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council’s equalities and diversity priorities.

12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
General education to GCSE standard equivalent to a minimum of A-C grade in maths and English or equivalent	x		AP
Previous experience of working within a regulatory or procedural role	x		AP/IN
Knowledge			
Sound knowledge of one or more aspects of construction technology. Understanding of common risks associated with building defects	x		AP/AS
Skills and abilities			
Ability to record accurate detailed notes at the time of inspection	x		AP/IN
The ability to undertake the inspection of various types of domestic premises.	x		IN
Ability to organise and deal effectively with a busy workload	x		AS/IN
Other attributes			
Ability to communicate effectively with all sections of the public and business community in a variety of ways including by telephone, in person and by letter (including dealing with challenging customer).	x		AP/AS/IN
Excellent MS Office skills	x		AS
Hold a valid full driving licence and access to an appropriate motor vehicle	x		AP

**Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview**

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.