

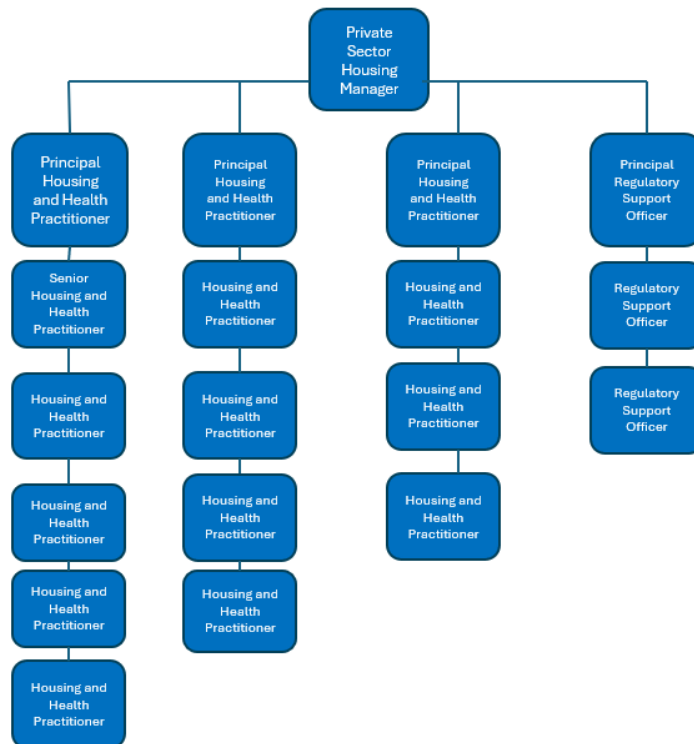
JOB DESCRIPTION

Job title	Housing and Health Practitioner
Directorate	Environment and Neighbourhoods
Service	Environmental Health Service Group
Team	Private Sector Housing
Grade	F

DBS Check Required	Standard
Justification for DBS	Regulated Activity with Adults
Politically Restricted	No

Responsible to:	Principal Housing and Health Practitioner
Employees directly supervised (if applicable):	No direct supervisory role.

Organisational structure chart (job titles only, no employee names)



1. JOB PURPOSE:

- 1.1 The post holder is responsible for ensuring that the Royal Borough of Kensington and Chelsea discharge their statutory obligations in respect of the appropriate function. These functions are in the regulatory area of;
- Private Sector Housing Enforcement
 - Licensing of houses in multiple occupation.
 - Energy Efficiency
 - Empty Properties
 - Grants
- 1.2 To work towards a borough with good quality private sector housing that is well managed and put to the best possible use to meet people's needs.
- 1.3 To improve the quality of housing by increasing the number of private sector houses in decent condition that are currently occupied by vulnerable groups, by identifying and regulating the use of HMOs so that standards in the poorest quality properties are improved and implementing the Affordable Warmth Strategy.
- 1.4 To protect the health, safety and welfare of residents of the Royal Borough through the enforcement of Housing legislation and standards relating to residential premises.
- 1.5 To assist in the delivery and implementation of a wide range of projects relating to the Boroughs Private sector renewal strategy and, in partnership with other organisations, assist in the development of new initiatives to improve energy efficiency, address housing inequalities and improve housing standards.
- 1.6 Within the statutory and policy framework of the councils, and in line with the highest professional standards, lead in the development of policy and procedures within the specialist team area. Use innovation and entrepreneurship in pursuit of service objectives, to actively promote the service and to educate customers and businesses.
- 1.7 To deliver a customer focused, high-quality service in accordance with the agreed service specifications, business plan, service level agreements and the requirements of legislation, delegated powers, Council policy and Standing Orders and officer codes of practice.
- 1.8 To be the leading source of knowledge in the specialist areas and to provide a high level of technical advice and guidance to the team. Maintain a comprehensive knowledge of all relevant legislation, professional development and new initiatives nationally and locally in respect of the functions.

2. DESCRIPTION OF DUTIES:

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SUPERVISION AND DEPUTISING FUNCTIONS

- 2.1 Act as a mentor for contractors and new staff.
- 2.2 Carry out monitoring visits with contractors and lesser experienced staff. Give feedback as and when required.

TECHNICAL

- 2.3 To respond to, investigate and resolve, within published service standards, wherever possible, complaints regarding poor housing conditions in the private sector.
- 2.4 Undertake planned inspections as part of the team's pro-active inspection programme and HMO licensing regime. Prepare schedules and plans where appropriate in order that enforcement notices/orders can be served/made and HMO licences issued.
- 2.5 Undertake the processing of HMO licence applications, draft licence conditions and where appropriate take enforcement action for non-licensing or breach of licence conditions.
- 2.6 Undertake inspections under the Housing Health and Safety Rating system and other legislation, consider the nature of hazards and defects found, appraise and take the most appropriate course of action within the Council's policies and procedures. Where notices are not complied with instigate works in default or prosecution proceedings as appropriate.
- 2.7 Prepare reports and statements of evidence for legal proceedings and attend, give evidence and assist with the presentation of cases in Court or at the Residential Property Tribunal.
- 2.8 Contribute to projects and initiatives in relation to engaging stakeholders such as London Landlords' Day, Landlord Accreditation and Environment day.
- 2.9 Assist with enquiries and promotional events in connection with energy efficiency, housing standards and housing inequalities. Promote a range of housing initiatives to tackle fuel poverty and poor housing.
- 2.10 Diligently monitor a caseload of notices and enforce in accordance with Council policy and maintain daily records of visits made and action taken.
- 2.11 Promote high standards of quality and transparency in the local delivery of the team's private sector renewal strategy.
- 2.12 Analyse data and information to assist with the preparation of annual (and other) reports as required. Write and submit reports to Committees of the Council and Cabinet members as and when required.
- 2.13 Keep abreast of appropriate legal and technical developments in the field of housing.
- 2.14 Keep abreast of and follow all relevant Council procedures in relation to the work of the Housing team.
- 2.15 Participate in the Council's internal training programme and undertake external training as identified within the Council's performance development framework and undertake health promotional activities as required.
- 2.16 Cover the work of other officers as necessary in times of leave, sickness or other absenteeism.
- 2.17 Have a clear understanding of client needs including equal opportunities, diversity issues and customer care.
- 2.18 Work outside normal office hours as required within the framework of the department's commitment to flexible working. This may involve a degree of desk sharing and/or homeworking.
- 2.19 Attend internal and external meetings as required.

GENERAL

Handling service requests and giving advice to consumers, businesses, employers, occupiers and landlords as appropriate and where necessary dealing with councillor enquiries.

Inspecting problem premises to ensure that all relevant legislation is being complied with and being involved with the most challenging and high-profile cases as directed

Carry out reactive and proactive field work, taking informal and formal action in accordance with the Council's Enforcement Policy. This would mainly apply if policy/ projects demands are low, when post holder can expect to contribute to day-to-day teamwork and will be responsible for the management of his/her caseload.

Contribute to the local performance plan and ensure that any relevant policy issues and corporate priorities are incorporated within the plan. Contribute to the development of the plan throughout the year in response to changes in legislation, governmental guidance and other emerging imperatives, financial or otherwise, that reflect the views of Members and wider corporate priorities.

Contribute and develop links with the public health agenda within the specialist subject areas to demonstrate where possible how performance can be represented as health outcomes. Maintain strong lines of communication with Public Health in the local authority. Where relevant attend policy forum to ensure a coherent approach to improving public health and well-being across the department and to share best practice. Contribute to promotion of public health initiatives as they relate to specialist areas through staff training programmes, seminars and exhibitions.

To keep proper records and contribute proactively to the maintenance of appropriate databases. Ensure a robust system of record keeping is maintained and contribute to the sufficiency and accuracy of relevant databases. Provide support to other staff to enable them to do so as required.

Assist with I.T development in the specialist areas. Liaise with relevant IT staff on IT developments to ensure that data is accurate and complete, and that the database reflects the operational needs of the teams.

Establish and maintain good working relationships with partners both within and outside the Council. Ensure that the teams are making a strong contribution to the department's overall strategic direction through partnership working and fulfilling its aim to serve special client groups, such as the young or the elderly.

Carry out such other duties relevant to the post when required.

CIVIL AND OTHER EMERGENCIES

Together with the Team Manager you will support the Council's role in planning for and responding to civil and council emergencies using skills/expertise of the post holder and in accordance with council emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans.

To assist the Team Manager to ensure service continuity plans are in place for all the business units you manage that will enable them to deliver essential services following a business disruption and, where requested, ensure your service is prepared to respond to the needs of the community following an emergency.

I.T.

To use the Council's office-based and mobile IT services for the input, access and transmission of information using the appropriate level of information security and classification through the use of electronic mail, diaries, word-processing, spreadsheets and databases as well as any specific job-related applications as required to carry out the duties of the post.

INFORMATION MANAGEMENT

Contribute to ensure the Council's data quality and information rights are compliant by managing the administration of information, application systems, technology and staff so that the business unit complies with the Council's Information Management related policies.

To ensure adequate guidance is available to business unit staff through the production and maintenance of documented procedures and processes supported by relevant training.

During audits, to be able to demonstrate compliance with policies by the production of satisfactory supporting evidence.

EQUAL OPPORTUNITIES

To know and adhere to the Council's equal opportunities policy and equalities legislation and implement in relation to job responsibilities in employment and service delivery.

HEALTH AND SAFETY

To be fully familiar with the Council's Safety Policy and Codes of Practice and guidance relating to their area of work and ensure that all duties and responsibilities are discharged in accordance with them.

To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work in accordance with Health and Safety legislation.

To co-operate with the Council in so far as it is necessary to enable it to comply with its duties under relevant Health and Safety legislation.

To contribute to the risk assessment of officers' health and safety within their service area whilst at work and any other person's health and safety who may be affected by this undertaking for the purpose of identifying the measures they need to take to comply with the requirements and prohibitions imposed upon him/her by or under the relevant statutory provisions, regulations, approved code of practice and guidance.

SMARTWORKING

Work under the council's smart working policy and timesheet to assist in providing value for money to clients.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates Essential: • Degree or Diploma in Environmental Health recognised by the Chartered Institute of Environmental Health (or equivalent). • A recognised two-day HHSRS assessors training course. • Registration with the Environmental Health Officers Registration Board. • 1-day HHSRS enforcement training. • Member of the Chartered Institute of Environmental Health and/or Chartered Institute of Housing.

C	Skills, knowledge and experience Essential: • Recent suitable and practical experience of enforcement in private sector housing. • Recent experience of surveying large Houses in Multiple Occupation and drafting schedules of work. • Recent experience of investigating complaints and dealing with enquiries in relation to the Housing Act 2004. • Recent experience of undertaking enforcement action under the HHSRS of the Housing Act 2004. • Recent experience of processing and assessing the suitability of HMO licence applications. • Recent experience of application of powers under the Housing and Planning Act 2016. • Recent experience of advising senior managers, managers, employees and service users in particular on housing legislation and interpreting legislation. • Experience of working with computers and an understanding of information technology. • Experience of undertaking projects, researching topics and preparing written reports. • Experience to present clear written argument, which turns thought and analysis into coherent and practical policy proposals. • Recent experience of preparing prosecutions and attending Court and/or Tribunals. • Experience of investigating and dealing with Filthy and Verminous properties/persons. • Experience of making presentations and/or providing training sessions to internal and external bodies/officers. • Experience of project management, researching topics and in the preparation and writing of reports. • An understanding of energy efficiency issues in residential properties.
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners and each other.

They are also a measure of how well we've done.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.