



Coventry City Council

Job Description

Job Title:	Housing Enforcement Officer	Job Number:	C6166D
Service:	Streetscene and Regulatory Services	Post Number:	
Location:	City Centre	Grade:	5

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Under the general direction of the Senior Housing Enforcement Officer:

1. Deliver a high quality housing enforcement service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
2. Enforce all relevant legislation administered by the section.

Main Duties and Responsibilities:

1. Investigate housing enforcement complaints, identifying appropriate courses of action ensuring that all relevant legislation is considered and followed, including:
 - a. Gathering evidence for prosecution / legal action in accordance with the sections enforcement policy and procedures including interviewing offenders, obtaining witness statements and making all necessary enquiries
 - b. Serving and enforcing statutory notices, including fixed penalty notices
 - c. Preparing prosecution papers / reports, attending briefings and committees as and when required and giving evidence in court
 - d. Enforced sales, management orders and compulsory purchase orders
 - e. Interview and negotiate with tenants and landlords and other interested parties, including interviews under PACE as required to achieve cessation of contraventions without recourse to legal action
 - f. Update Senior Managers and Elected Members in respect of potential or actual contraventions as required.
2. Interpret technical / legal information, plans and legislation and make an initial assessment to progress each enquiry based upon the information and evidence received.
3. Support the Senior Officer in the supervision of works in default, including drafting schedules of work, site supervision and monitoring of payments.
4. Organise workload, prioritising tasks as necessary to ensure the needs of the service are met.
5. Be proficient in the use of IT systems to ensure appropriate records and files are updated and maintained.

6. Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
7. Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
8. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: -

Responsible to: Senior Housing Enforcement Officer

Date Reviewed: November 2019

Updated: July 2021



Coventry City Council

Person Specification

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	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge and understanding of Housing Enforcement and Housing Legislation.• Knowledge of customer care and the principles of equal opportunities in providing a housing enforcement function.• Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence.
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Skills and Abilities:	<ul style="list-style-type: none">• Able to communicate effectively at all levels both orally and in writing with people from a range of backgrounds – social, ethnic etc• Influencing, persuading and negotiating skills and the ability to deal effectively with conflict and aggression• Able to effectively manage a demanding workload and deal with conflicting priorities.• Good listening skills and the ability to information to customers clearly and sensitively.• Investigative and research skills• Ability to interpret and implement legislation and produce detailed schedules of work• Be proficient in the use of IT packages• Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.
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Experience:	<ul style="list-style-type: none">• Experience of enforcing legislation at different levels ranging from informal resolution to prosecution.• Experience of partnership working to achieve joint outcomes• Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook• Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
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Educational:	<ul style="list-style-type: none"> • BTEC in Environmental Health, BTEC/ONC in Building Construction or equivalent or relevant work experience
Special Requirements:	<ul style="list-style-type: none"> • May be required to work outside office hours • May be required to travel in the course of duties • Willingness to undertake any necessary formal training • The post holder will be required to stand and walk for long periods, may be required to use step ladders, lift heavy items and to verbally interview offenders and to examine evidence.

Date Reviewed: November 2019

Updated: November 2019