

Job Description and Person Specification



Job Description

Job Title	Compliance Officer (Housing Enforcement)
Grade	Grade 6
Service	Streetscene and Regulatory Services
Reports to	Principal Environmental Health Officer
Location	One Friargate
Job Evaluation Code	A5914



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role / Output

Under the general direction of the Principal Environmental Health Officers (PEHO) and/or Property Licensing and Housing Enforcement Manager:

- Deliver a high quality customer service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
- Support the PEHO to provide a comprehensive, flexible and high quality service to Landlord's, Tenants or private rented accommodation in Coventry.

Main Duties & Key Accountabilities

Core Knowledge

- Develop and promote compliance services to ensure the effective delivery of a high quality service to customers with the objective of continuous service improvement.
- Oversee the response to electronic, telephone and public enquiries, regarding the Pathfinder Project.
- Engage with all customers and develop materials that improves accessibility to assist customers in the understanding of the Pathfinder Project.
- To monitor and review performance of the service area to ensure performance standards of the project are being achieved.
- Updating, monitoring and maintenance of the Project data ensuring the expenditure of monies is in line with the requirements of the legal provisions.
- Responding to and investigate all enquiries relating to the project and other residential situations within the project area.
- Manage and monitor all customer complaints relating to service delivery, ensuring they are processed in line with corporate systems.
- Working with the Finance Team to ensure the effective collection of civil penalties in line with the Council's adopted policy.

- Assist with the presentation of graphic and written presentational material in a variety of formats.
- Develop and adapt the division's computerised databases to aid the effective and efficient management and administration of the Project and provide support and training to staff.
- Develop the IT systems to promote best practice and ensure consistent approach with practices and procedures and operational plan targets.
- Maintain and develop the key computer systems and represent the division on corporate computer initiatives, including upgrading of systems.
- Oversee the presentation of graphic and written presentation material in a variety of formats including but not limited to: presentations to members and senior officers, consultation events, public meetings, and website.
- Be proficient in the use of IT systems to ensure appropriate records and files are maintained, develop, adapt and upgrade the computerised databases to aid the effective and efficient management and administration of the service within corporate objectives and provide support and training to staff.
- 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.
- Any other duties and responsibilities within the range of the salary grade.
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Key relationships

External Tenants Residents Landlords Agents Key Stakeholders eg. Police, Fire and Rescue Service, MP's Government Departments	Internal All service areas Members
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
Good knowledge of relevant IT systems that support ongoing office activity and of specialised systems that support technical activity.	
Knowledge of customer care and the principles of equal opportunities in providing a fire safety service in an housing setting.	
Working knowledge of Housing legislation, policies and procedures.	
A basic knowledge of Housing and Property Licensing legislation and policies and procedures.	
Skills and Abilities	
Skills for developing, maintaining and adapting computer systems.	
Excellent communication skills to deal with a wide range of people, internal and external to the Council.	
Excellent literacy and numeracy skills to produce a variety of coherent and accurate correspondence eg reports, letters, spreadsheets	
Effective time management skills to enable personal workload prioritisation.	
Ability to investigate complaints and enforce legislation.	
Ability to gather and present reports, statements and evidential material in a methodical and detailed way.	
Be proficient in the use of a variety 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.	
Experience	
Experience of working in a fire safety or regulatory service dealing with complex cases.	
Experience of marketing, promoting, and delivering advice and assistance services.	
Experience of using computer databases (general and specialised), and Microsoft packages such as powerpoint, excel, word and outlook.	
Experience of developing processes and systems to respond to change and ensure the delivery of an efficient and effective professional service.	
Qualifications	

Degree (or equivalent): or
At least 5 years' experience of working within a Administrative or Housing function within a Local Authority or other professional body.
Special Requirements
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 This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Date Created	December 2022	Date Reviewed	16th April 2024
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