

## **JOB DESCRIPTION**

**POST TITLE:** COMPLIANCE OFFICER (MID DEVON HOUSING)

**POST NUMBER:** HB62

**GRADE:** G

**RESPONSIBLE TO:** PLANNED MAINTENANCE MANAGER

**RESPONSIBLE FOR:** N/A

**LIAISON WITH:** Other officers and internal client services, member of public and Members of the Council, members of other Government bodies and enforcement agencies, representatives of local and national businesses

### **KEY CORPORATE ACCOUNTABILITIES:**

To improve the living conditions and health of people in the Council's homes, managed by Mid Devon Homes through the provision of inspections, having regard to the Housing Health and Safety Rating System and other related housing legislation. To act as a Housing specialist to support the provision of Mid Devon Housing's statutory obligations.

### **KEY SERVICE ACCOUNTABILITIES:**

1. To work as a Specialist Officer supporting the delivery of statutory duties connected with the housing functions of Mid Devon Housing.
2. To respond to service requests/enquiries for housing and take appropriate action where necessary.
3. To inspect dwellings to assess conditions using knowledge and experience of the Housing Health and Safety Rating Scheme (HHRSS) to identify hazards. To prepare schedules, notices and remedial information for service on owners/occupiers/tenants as appropriate to remedy faults and hazards.
4. To deal with urgent situations in dwellings.
5. To inspect premises and assess suitability of property for adaptation in respect of DFGs; to prepare schedules, specifications and sketch plans as required, and advise on planning and or building regulation involvement.
6. To inspect premises and advise on assistance packages and products including test of resources, preparing schedules assisting with application forms and preparation of papers for consideration under housing assistance grants and loans.
7. Take appropriate action following inspections including the preparation of reports, correspondence and notices and undertaking revisits to ensure compliance.
8. Investigate complaints regarding housing conditions and take appropriate action.

9. To support other housing work in relation to communal fire risk assessments.
10. Assist in campaigns, initiatives including liaison with external bodies, letting agents and training courses or events run by the team.
11. Accurately maintain registers, record actions taken and assist with the completion of statistical information when required.
12. To maintain professional competence and provide support and guidance to colleagues.
13. Work outside the normal hours of work as and when required for the proper execution of the Council's duties. Assist with out-of-hours duties and if the Council has to deal with the results of a civil emergency.

#### **OTHER DUTIES:**

In order to deliver services effectively, a degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

#### **HEALTH AND SAFETY:**

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

#### **RISK MANAGEMENT:**

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

#### **DATA PROTECTION:**

It is the responsibility of the Postholder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

#### **SINGLE EQUALITY SCHEME:**

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the scheme.

#### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:**

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

## MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

**The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter**

## PERSON SPECIFICATION

### Specialist Officer (Private Sector Housing)

	ESSENTIAL	DESIRABLE
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• B. Tech HNC in Building Studies or equivalent qualification and or experience.</li> <li>• Demonstrable experience of inspection, including Housing Health and Safety Rating System</li> </ul>	<ul style="list-style-type: none"> <li>• P402 Asbestos Bulk Sampling or equivalent</li> <li>• P405 Management of Asbestos or equivalent</li> </ul>
<b>Knowledge and Expertise:</b>	<ul style="list-style-type: none"> <li>• Good knowledge of building construction including an ability to recognise defects and appropriate remedies.</li> <li>• Familiarity with Decent Homes standard</li> <li>• Working knowledge of Housing legislation specially Disabled Facilities.</li> <li>• Knowledge of Local Authority housing role and current housing legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Fire risk assessments, fire precautions and specialist means of escape in case of fire.</li> <li>• Knowledge of Energy Performance Certificates</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Be a good communicator and be able to deal with vulnerable clients and potentially difficult clients.</li> <li>• Able to work unsupervised at detached locations.</li> <li>• Good numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of CAD drawing systems.</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Committed to equality of opportunity and understanding of diversity issues</li> <li>• To be able to work as part of a team of officers but also to be able to work on own initiative out in the field.</li> <li>• Flexible approach to work.</li> <li>• Able to use initiative to solve a diverse range of problems.</li> </ul>	
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• Full driving licence</li> <li>• Able to climb ladders and access roof spaces</li> </ul>	

Post ref: xxxx  
Date: April 2018 (updated from February 2015 version)