

## Job Description

<b>Job Title</b>	Principal Officer – Empty Homes Team
<b>Directorate</b>	Housing
<b>Service Area</b>	Private Sector Housing
<b>Grade</b>	8
<b>Competency Level</b>	2
<b>Salary</b>	£46,142-£51,356
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not applicable
<b>Job Evaluation Ref No</b>	

## Job Purpose

To lead the empty homes team proactively and reactively dealing with vacant residential properties, vacant commercial properties and problematic vacant land. To carry a caseload of complex investigations and work with data and intelligence to plan and manage the work of the team to ensure successful outcomes.

### Directly Responsible For:

Senior Compliance Officer – Empty Homes

Technical Compliance Officer- Empty Homes

Apprentice Empty Homes Officer

### **Directly Responsible To:**

PSH Housing Standards and Enforcement Manager

### **Main Areas of Responsibility:**

- To lead the work of the empty homes team ensuring that it is planned, delivered and monitored in line with the achievement of the service delivery targets, key performance indicators and City Council's aims and objectives
- To carry a case load of complex cases
- To identify and deploy appropriate officer skills and resources to fulfil the service' statutory and operational duties ensuring that these are effectively and efficiently delivered to provide best value, within budget and uphold professional/technical standards
- To lead on the planning, monitoring and evaluation of reactive complaints about vacant properties and proactive targeted action including any follow up enforcement action using a risk based/data and intelligence led approach
- To continually monitor and ensure that appropriate investigations are undertaken for non-compliance with enforcement notices
- To actively manage escalations and the outcomes of complex service requests about vacant properties/land
- To monitor officer workloads to ensure effective performance and agreed outcomes and address any issues of under-performance as appropriate
- To provide support, training and assistance to vacant property officers to improve/manage performance in accordance with the City Council processes and enforcement policy

- To ensure the effective preparation of notices, legal documents, case files and other correspondence including regular review and monitoring of enforcement notices for compliance
- To undertake case conferences and make decisions in line with the Private Sector Housing Enforcement Policy and taking into account complex cases spanning multiple offences, multiple defendants, ranges of periods of offending and a variety of legislation
- To represent the service at meetings, courts, tribunals and inquiries
- To represent the service as appropriate at meetings with other services, partners, Cabinet members, Select Committees, ward councillors, neighbourhoods, partners and the public
- To contribute to reports, press releases, presentations and other relevant documents
- To be responsible for developing a 12-month work plan for the team
- To provide specialist advice and guidance to the officers within the Private Sector Housing Service
- To undertake all other duties relating to operational matters in the delivery of an effective vacant property team
- To participate in all aspects of training and development of staff, including the maintenance of disciplinary standards, as directed. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency, and delivery of service targets
- To respond to Have Your Say Requests and requests made under the Freedom of Information Act
- To attend training courses to maintain continued professional development
- To develop the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken

## **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- The role will involve inspection of various types of accommodation and land where space may be limited or hazardous
- Will also involve periods of sitting due to the management part of the role

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Degree, Diploma or HND in Environmental Health, Building Surveying or Construction, Trading Standards, Food Safety, Health and Safety or other similar enforcement function or proven equivalent experience/professional accreditation (A/I)

### Desirable

- Training and achievement in Professionalising Investigations Programme (minimum Level 1)

## Experience

### Essential

- Experience in undertaking complex investigations and ensuring compliance with legal requirements (A/I)
- Experience in attending court to present evidence, obtain warrants (A/I)
- Experience in managing/supporting individuals, teams or processes (A/I)
- Experience in a range of housing enforcement functions including powers to regulate vacant properties and HHSRS (A/I)

## Desirable

- Experience of working as part of a project delivery team, successfully achieving the aims and objectives of the project (I)

## Skills/Abilities

### Essential

- Ability to understand the use of relevant private sector housing powers (A/I)
- Excellent communication skills both written and oral (A/I)
- Ability to utilise intelligence for targeted investigations (A/I)
- Ability to work to strict deadlines (A/I)
- Ability to motivate your team and utilise negotiation skills to deliver excellent outcomes
- Excellent interpersonal skills enabling the post holder to effectively communicate with a range of audiences (A/I)

### Desirable

- Presentation skills (A/I)

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- Willingness to represent the service at meetings and carry out investigations and inspections / out of normal office hours (A)

### Desirable

- A full driving licence