

Hart job description and person specification

Job Description

Job title

Empty Homes Officer

Department

Private Sector Housing

Grade

F

Salary

£31,364 - £33,649 FTE

Manager

Private Sector Housing Manager

Job summary

The post-holder will support the Communities Directorate by pro-actively identifying and working with the owners of empty residential properties across the District in order to bring the properties back into use.

Main responsibilities and activities

1. Responsible for identifying long-term empty properties and determining which cases are a priority for intervention.
2. Determine the most appropriate course of action and the relevant priority for dealing with an empty property, and initiate action, ensuring cases are actively progressed and their status is regularly monitored, reviewed and reported.
3. Dealing with enquiries and providing advice regarding empty properties, including regulation, loans and grant aid, initiatives available to bring empty properties back into use and advice on occupation and management of properties.

4. Communicate with a range of internal and external stakeholders (such as Housing Solutions, Building Control and Planning Officers, Council Tax, Empty Homes Agency etc) to develop best practice and ensure an appropriate comprehensive approach to cases.
5. Maintain comprehensive and accurate records of cases, performance information and statistics.
6. Prepare and present evidence for court, public enquiries and tribunals to give evidence as required.
7. Carry out and participate in training to spread good practice and share knowledge and experience.
8. Promote and publicise the work of the team in relation to empty residential properties and participate in promotional and consultation events.
9. Maintaining a comprehensive working knowledge of relevant legislation, best practice, codes of practice, circulars, policies and technical developments.
10. Provide a high-quality service for our residents, staff, managers, and external partners.
11. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
12. Promote the HART Values by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification



Job title

Empty Homes Officer

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	Education to degree level	Certificate of Competence in Housing Health & Safety Rating System	Application form and certificate
Experience and knowledge	Previous experience of working within Housing or Environmental Health	Previous experience of dealing with empty properties	Application form and interview

Attributes	Essential	Desirable	Evidence
Skills and abilities	<p>Excellent communication and negotiation skills, including written communication</p> <p>Good project management skills</p> <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges, and problems to achieve an appropriate outcome</p>	Familiarity with modern software packages, such as Uniform	Application form and interview

Attributes	Essential	Desirable	Evidence
Personal qualities	<p>Ability to work under pressure and manage own workload</p> <p>Ability to work as part of a team and/or alone and use own initiative</p> <p>Commitment to professional and personal development</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p>		Application form and interview
Other working requirements	Access to a car for work purposes		Application form

Signatures:

Job-holder

Manager