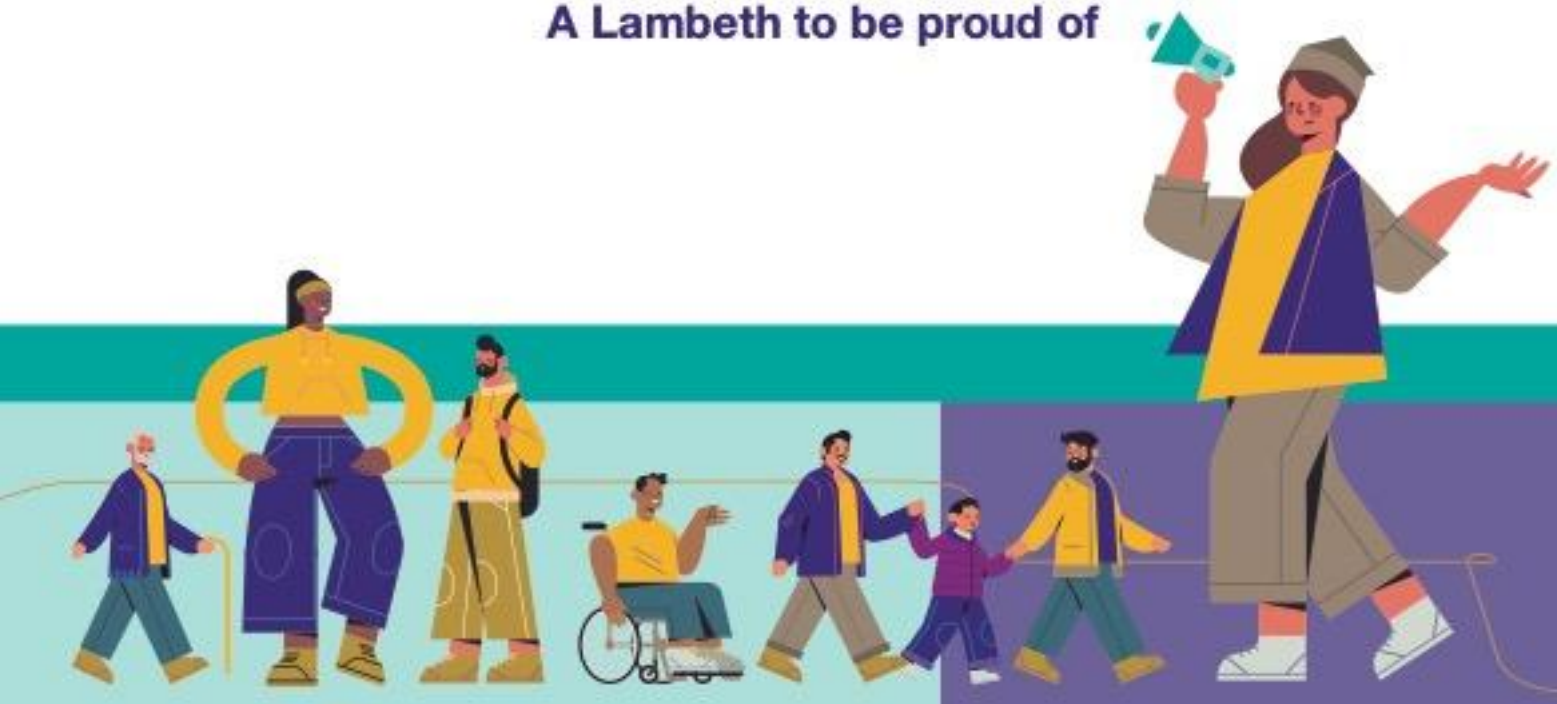


# Job Description and Person Specification

## Private Sector Enforcement Officer/EHO

A Lambeth to be proud of



# Job Description

**Job Title:** Private Sector Enforcement Officer / EHO  
**Grade:** PO1-PO4  
**Department:** Growth and Environment  
**Division:** Public Realm and Safety  
**Business Unit:** Private Sector Licensing and Enforcement  
**Reports to:** Team Leader (Private Sector Enforcement)  
**Responsible for:** Dependant on Grade

## 1. Context

Public Realm and Safety Service covers several key frontline and strategic areas for Lambeth Council, including improving public safety, delivering frontline statutory enforcement services, community safety functions and assurance of safe housing in the private rented sector. Vital to this is compliance to public protection and environmental matters across the Borough.

As Private Sector Enforcement Officer / EHO, you will carry out Environmental Health functions to enable the Council to meet its statutory obligations, in respect of private sector housing licensing including inspection, enforcement, education and advise. You will have effective interpersonal and communication skills.

Lambeth expects its employees to show openness, honesty and commitment, and, of course, to deliver results. This post will be expected to work collaboratively across Community Safety & Resilience to deliver the outcomes placed upon the division, ensuring flexibility of approach and a “can do” attitude.

## 2. Job Purpose

- a. To work as part of the Private Sector Enforcement & Regulation Team in accordance with statutory requirements and in compliance with relevant Council policies and procedures
- b. Represent the Council as a duly authorised officer to educate and work in partnership with relevant internal and external organisations to enhance the safety and wellbeing of the public

## 3. Responsibilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

This is a career graded post. The post holder will be required to demonstrate through the appraisal process and/or testing, the additional skills gained through training and experience and will be expected to take on work of increasing complexity and to work with a

decreasing level of supervision. Progression will depend on meeting the relevant requirements and the grade being available funded to allow.

### **Grade PO1 - Private Sector Enforcement Officer**

- a. To complete personal work, work programmes and projects on time and in accordance with requirements.
- b. To prepare and present high quality, accurate, well-presented, understandable reports, documents and feedback as required for internal use, working groups, customers, staff, partners, etc.
- c. To take a flexible approach to the changing systems and patterns of work.
- d. To maintain a high level of knowledge, expertise and professional development in the fields of work covered by the post.
- e. To manage a caseload with the collective responsibility of meeting team targets and service objectives.
- f. To process HMO and other Private Sector Housing applications and licences via requisite database and systems.
- g. To undertake work on groups, projects and initiatives, within or outside the remit of The Private Sector Housing Enforcement Service, in order to assist in meeting objectives.
- h. To act as an Authorised Officer of the Council in the performance of the statutory functions in accordance with the current scheme of delegation.
- i. Basic understanding of fire safety requirements in HMO's
- j. To respond to complaints, service requests and enquiries regarding various licences and to undertake visits, inspections, sampling and investigations. This will require a degree of agility as it may include climbing stairs and ladders and entering areas with awkward access.
- k. To carry out initial investigations and surveys to identify non-compliance with HMO and housing standards.
- l. Interpret basic floor plans and prepare schedules of works.
- m. Liaise with contractors ensuring that work initiated by the post holder or colleagues is satisfactorily completed to specifications.
- n. To undertake statutory action and assist in the preparation of cases for legal proceedings, including taking statements, gather admissible evidence, and appearing as a witness for the Council in Court, in accordance with the current scheme of delegation.

- o. To undertake administrative tasks using the electronic and manual systems provided. This will include telephoning clients, filing, updating and retrieving information from electronic records, drafting correspondence, etc.
- p. To give professional advice and deal with matters raised by members of the public or their elected representatives in relation to the postholder's area of responsibility and to keep up to date with relevant legislation, technical information, policies and techniques, and to undertake appropriate training to maintain competence.
- q. When carrying out the duties of the post, to make the appropriate referrals to other agencies where illegal activity or activity which poses a threat to others is witnessed/suspected.
- r. To assist in the preparation and submission of statistical and other returns (to government departments, professional institutions, etc.) on matters relating to the postholder's area of responsibility.
- s. To review, identify and make recommendations on training needs on issues relating to the postholder's area of activity.
- t. To carry out all duties with due regard to the provisions of health and safety regulations and legislation, data protection legislation, the Council's equal opportunities and customer care policies, code of conduct and any local agreements.
- u. To undertake Safeguarding training and be responsible for ensuring safeguarding concerns are highlighted and brought to the attention of the line manager and other appropriate agencies.
- v. To be flexible in approach, working at times out of hours to carry out the necessary work of the role to achieve the necessary outcomes.
- w. Be aware of the role of a Local Authority Liaison Officer (LALO) and perform duties as necessary in emergencies.

### **Grade PO2 (in addition to PO1 requirements) - Private Sector Enforcement Officer/EHO**

- a. To be part of a team and manage a caseload with the collective responsibility of meeting team targets and service objectives, in relation to:
  - Housing conditions
  - Houses in Multiple Occupation including Licensing
  - Discretionary Licensing
  - Overcrowding
  - Empty Homes initiatives
  - High Rise compliance

- The investigation and resolution of various classes of Statutory Nuisance and Public Health complaints
  - Housing and other relevant Legislation in relation to Private Sector Housing Stock
- b. Dealing with service requests and giving advice to tenants, occupiers and landlords as appropriate.
  - c. Carrying out such specific investigations and surveys as may be assigned.
  - d. Including advising on Housing standards enforcement and standards in houses in multiple occupation, hostels and bed and breakfast accommodation
  - e. To carry out reactive and proactive work in respect of all types of Domestic premises
  - f. Carry out reactive and proactive work in respect of all types of property licensing (mandatory, discretionary and selective).
  - g. To initiate and carry through enforcement action in respect of all legislation within the remit of the Private Sector Housing Enforcement Service, and to attend Court and represent the Council in enforcement proceedings if necessary, as directed by the Team Manager or the Head of Service.
  - h. To apply the Housing and Health Safety Rating System (HHSRS) to dwellings and make judgements as to the most appropriate course of action. Prepare specifications of work/notices and interpret plans etc on site.
  - i. To prepare and process all forms of internal and external correspondence.
  - j. Carry out joint inspections with other agencies, agents, landlords, colleagues or a range of stakeholders.
  - k. Prepare statutory notices/orders for approval and serve these on individuals or properties as required.
  - l. To prepare specifications of works, comment on tendered details as requested, supervise works on site and certify satisfactory completion in respect of works being undertaken by contractors appointed by the Council.
  - m. To attend pre-contract site meetings with the contractor, client and, where appropriate, agents, landlords, colleagues or a range of stakeholders in order to ensure effective project management and client satisfaction.
  - n. Liaise with contractors; both internal and external ensuring that work initiated by the post holder or colleagues is satisfactorily completed to specifications and to ensure proper standards of workmanship including the issuing of contract instructions and variation orders.
  - o. Certify the completion of contracts, calculating costs, variations and submitting paperwork for interim and final payments in respect to works carried out in relation to works in default.
  - p. Acting on behalf of tenants in disputes with landlord/managing agents/contractors.
  - q. To be involved in the implementation of policy decisions relevant to team.
  - r. Liaise with relevant internal and external partners, such as Housing Options and Advice, Fire Authority, Building Control and Planning Officers, on matters relating to private sector housing, and using their resources and expertise where necessary.

- s. Be responsible for the use of computers and the maintenance of all the necessary records and administration in connection with the duties of the post and to prepare reports and statistics as required. Ensure that all electronic and paper records in respect of own casework, are properly maintained and accurate.
- t. To give advice in respect of planning applications in relation to environmental health and associated legislation.
- u. Maintain working knowledge of relevant legislation, regulations technical developments and good practice and of national policy in respect of Environmental Health function.
- v. To liaise and exchange information with other Council employees, Members or representatives of outside bodies.
- w. To undertake duties in line with the way of working adopted in line with Council policy and procedure, be that office based or remote working or a combination of both.

**Grade PO3 (in addition to PO1 and PO2 requirements) – Private Sector Enforcement Officer / EHO**

- a. To have a detailed understanding of housing enforcement, regulation and related law.
- b. To undertake and manage project-based work as required.
- c. Deal with complex correspondence, and enquiries, including from councillors and MPs.
- d. To originate and develop to completion reports on individual schemes of work or matters relating to activity and performance for the of Environmental Health work.
- e. To direct student/apprentices and other persons while assigned to the post holder for training purposes.
- f. Contribute to the development of publicity material and promotion of the service range of private sector housing issues to raise awareness of standards and tackle poor housing conditions.
- g. To represent the council at external meetings, in enforcement proceedings, and prepare and present reports and evidence for court, tribunals, and public local enquiries.
- h. Liaise with external organisations, other authorities, working parties, other Council departments (including Legal services) and staff within the Service to achieve best practice relating to the duties of the post.

**Grade PO4 (in addition to requirements of PO1-PO3) – Private Sector Enforcement Officer / EHO**

- a. Instruct the Council's Legal Services in respect of enforcement action; prepare evidence and process cases for legal proceedings, including Court appearances.

- b. To carry out the full range of designated Environmental Health Service work, as required by the Service Unit.
- c. Develop expertise on a specialist area of environmental health work and update staff on area of expertise.
- d. To co-ordinate the self-monitoring activities governing the work of the Service and to attend meetings as its representative when required.
- e. To assist in the development, collection and monitoring of performance data for the Environmental Health Services, ensuring agreed performance measurements and targets are achieved, taking part in benchmarking activities or service reviews as appropriate.
- f. To be the lead officer on the review, development and implementation of allocated procedures and policies, including research and consultation.
- g. To deputise for the Team Leader as required at internal and external meetings.
- h. To assist in the supervision of case work, including allocation of cases as appropriate and production of performance indicators to demonstrate compliance to statutory requirements.
- i. To quality assess enforcement actions, advise on complex cases and advise officers, internal and external stakeholders and other parties around enforcement and housing requirements.

### **Personal Attributes**

- a. To undertake any other duties as may be required relevant to the job role and purpose.
- b. Personal credibility to provide professional and supportive leadership to a large team.
- c. Consistently takes accountability for own actions and holds others to account.
- d. Has the highest levels of personal and professional integrity and can gain the respect and confidence of colleagues, Senior management, the community, other stakeholders and staff.
- e. Uses personal credibility to foster engagement with staff to enable their contribution to service development, improvement and to ensure the directorate achieves strong levels of performance.
- f. To actively promote and uphold the Council's Code of Conduct, FRESH Values, Priorities and customer service standards
- g. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- h. To ensure that the Council's policies and procedures in relation to Equality of Opportunity are always implemented in the discharge of the duties of the post.
- i. To ensure that the diversity of staff and service users is respected and ensure that the services provided by the unit reflect the needs of all sections of the community, including different faith groups

- j. Has a collaborative approach to developing solutions and improving services.
- k. Committed to own personal development and that of the workforce.

## PERSON SPECIFICATION

### Private Sector Enforcement Officer / EHO (PO1-PO4)

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a “Tick” (✓) on the person specification when you complete the application form.</p>			<p><b>Shortlisting Criteria</b></p> <p>(Please note main disciplines refer to Housing, Building Safety and Public Health legislation)</p>			
<p><b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b></p>						
			PO1	PO2	PO3	PO4
<b>Qualification</b>	Q1	2 or more Advanced level qualifications, and Maths and English at GCSE				
	Q2	Professional and nationally recognised qualification in one or more of the disciplines, and to be working towards completing and remaining up to date with all relevant professional training modules, to be able to carry out statutory functions or a fully Qualified Environmental Health Officer in line with CIEH requirements		✓A		
	Q3	Undertake to completion the Housing Health & Safety Rating Scheme (HHSES) qualification	✓A	✓A		
	Q4	Fully meet the relevant competency requirements of housing, environmental health, statutory nuisance and related legislation including holding the HHSRS qualification				
	Q5	Holds a full UK driving licence. Able to attend events and meetings outside normal working hours, including early morning inspections under warrant (raids) and contribute to the Councils response to civil emergencies.				
<b>Key Knowledge</b>	K1	A basic (PO1), Good (PO2/3) or excellent (PO4) working knowledge and up to date knowledge of relevant housing legislation and approved codes of practice in	✓A	✓A		

		accordance with the level of the post				
	K2	Understanding (PO1) or Direct (PO2/3) or expert (PO4) Knowledge of the application of legislation, policy an practice within private sector housing and public health.	✓A	✓A		
	K3	Evidence of understanding (PO1) and significant professional knowledge (PO2-PO4) of professional practice and procedure in terms of housing legislation impacting private sector and related buildings	✓A	✓A		
	K4	Ability to investigate possible breaches of legislation by determining the relevant facts and deciding upon an appropriate course of action.	A	A		
	K5	Ability to apply the housing and health safety rating system (HHSRS) to dwellings and make judgements as to the most appropriate course of action. Prepare specifications of work/notices and interpret plans etc on site.	✓A	✓A		
	K6	To undertake the following functions as an accredited representative of the team <ul style="list-style-type: none"> <li>• The preparation and serving of notices and intimations</li> <li>• Carrying out compliance re-visits and</li> <li>• abating/withdrawing/amending actions</li> </ul>	A	A		
	K7	Ability to deliver service independently with minimal support from senior officers				
	K8	Understanding of the political context of environmental health and regulatory enforcement of local government				
	K9	Proven (PO2-4) ability to prepare technical reports proofs of evidence, briefing notes and correspondence for moderately complex issues within the service area with minimal support from lead officers.				
	K10	Direct evidence of expert knowledge in two or more main disciplines of the team or knowledge gained through the successful completion of BSc / MSc Environmental Health course				
	K11	Competent in the use of standard Office based computer systems and a range of common software applications and other information management systems. Ability to produce a range of documents using				

		modern word processing software and understand a range of appropriate software applications. Ability to interrogate, input routine data and extract reports from a management information system.				
<b>Relevant Experience</b>	E1	Experience of working within a local authority environmental health service or a related service area	✓A	✓A		
	E2	Experience of working with a range of stakeholders from public, private and third sector organisations				
	E3	Experience and direct evidence of working in any of the disciplines, or closely related disciplines				
	E4	Direct evidence of relevant and substantial experience in private sector licensing and enforcement and managing a complex caseload or through the successful completion of a BSc / MSc Environmental Health course and HHSRS course				
	E5	Proven evidence of enforcement work including, enforcement actions, investigations and managing casework to conclusion (PO3) and including preparing / giving evidence at court / tribunals, formal enforcement action (PO4)	✓A	✓A		
	E6	Direct evidence of leading on one or more disciplines and managing a complex caseload				
	E7	Ability to work efficiently and effectively in a demanding and pressurised environment independently and as part of a team				
	E8	Experience of working creatively with internal and external agencies to develop innovative solutions to complex problems				
<b>Core Values and Behaviours</b>		<p><b>Equity</b></p> <ol style="list-style-type: none"> <li>Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> </ol>				

	<ul style="list-style-type: none"> <li>d. Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>e. Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>f. Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>g. I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>				
	<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>a. Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>b. <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>c. Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>d. Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>e. Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>f. Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>g. Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>h. Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>				
	<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>a. I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> </ul>				

	<ul style="list-style-type: none"> <li>b. I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.</li> <li>c. I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>d. I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>e. I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>f. I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.</li> <li>g. I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>h. I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>				
	<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>a. Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>b. Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>c. Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>d. Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>e. I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>f. Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>g. Make time for my team to grow and</li> </ul>				

		develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.				
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