

Post title	Private Rented Services Officer
Division / Section	Housing and Regulatory Services / Regulatory Services
Department	Place
Responsible To	Team Leader
Number of post holders	22
Acting up/ Secondment	This job description does not relate to an acting up or seconded post

Purpose of Job

Working as part of a team, will provide a high quality, customer focussed service to customers, stakeholders and partners in Edinburgh's private rented sector.

Will carry out a range of duties including providing advice, information and guidance to customers and partners; conducting property inspections; and carrying out investigations and enforcement activities to ensure landlords comply with all relevant legislation.

Provide advice, information and guidance to customers and partners on legislation, regulation and good practice as it relates to the private rented sector. Assist in preparation of communication materials to these business etc

Carry out property inspections, investigations and enforcement activity as required to ensure that the sector is safe, well managed, and the Council's regulatory duties are met.

Contribute to the continual development and improvement of the service.

Deal with enquiries and complaints from private tenants, landlords, letting agents and other parties, giving advice, information and guidance on rights and responsibilities, legislation, policy, procedure and accessing the private rented market.

Provide advice and support to internal and external partners, in particular other Council services, in matters relating to the private rented sector.

Keep apprised of legislative and technical developments, changing practices, Council policies, and procedures and keep other partners and services informed as appropriate.

Deal with applications for licensing of houses in multiple occupation and landlord registration, making decisions in accordance with agreed standards, with reference to a more senior officer as appropriate. Produce reports/documents and make recommendations on the suitability to hold a license.

Carry out visits to customers and undertake interviews. Maintain accurate records, gather information, assess circumstances and determine or recommend appropriate course of action, with reference to a more senior officer as required. Interview under caution where necessary and take appropriate action as required

This will occasionally include serving warnings, notices and commencing legal action. The post holder may on occasion be required to give evidence in court. Draft reports for submission to the Procurator Fiscal.

Supervision and Management of People (Numbers and type of staff)

No direct supervisory responsibility but the post holder will be expected to assist in the mentoring of any other staff as necessary,

Creativity and Innovation

Preparation of reports for possible prosecution and presentation of case details.

Adopt a problem solving approach to determining solutions to complex cases.

Contacts and Relationships

Required to develop and maintain effective relationships and partnerships with a diverse range of people and organisations including officers from other Council departments and local authorities and public bodies, partner agencies, the public and representatives of the private sector business community.

Frequent liaison with landlord organisations, housing advice organisations, solicitors, Police, Fire Service, universities and other groups associated with the private sector.

Daily contact with tenants, landlords and their agents in carrying out service functions, using a variety of methods of communication.

Contact could be for a variety of reasons:

- Providing answers to routine enquiries
- Gathering information as part of an investigation
- Providing working interpretation of legislation or decisions made
- Dealing with sensitive or confidential information

Decisions (Discretion)

Decide what action is required for individual cases, adopting a problem solving approach, and ensuring that the action is in accordance with current legislation, policy, procedures and code of guidance.

Decide on issues relating to health and safety, including risk assessments for personal safety and that of others both on site and in the office.

Make recommendations to grant or refuse applications for houses in multiple occupation and landlord registration.

Decisions (Consequences)

The advice and decisions made in the course of the job will have an impact on the management, quality and supply of the private rented sector in Edinburgh that will directly affect the community and the reputation of the Council.

Any recommendation to refuse a licence or registration will affect a landlord's ability to continue to let property and any family or persons already therein.

Resources

Responsible for the use of small office equipment and items such as mobile phones, cameras, torches etc and higher cost items such as laptops, protimeters, two-way radios, voltage detectors.

Environment – Work Demands

Occasional attendance at evening meetings and work "out of office hours" if necessary. Participation in a duty rota as required.

Meeting deadlines in accordance with agreed service standards or as directed by management.

Working with a diverse range of customers and occasionally within a challenging physical environment.e.g. smoke damaged/damp properties

Environment – Physical

Normal office duties (25 %)

Frequent fieldwork activity including visits to tenemental properties (75%)

Environment – Working conditions

A significant element of the role will involve travelling throughout the city in all weather conditions.

Environment – Work Context

Daily use of computer databases, camera and telephony equipment.

Required to operate in accordance with a Lone Working policy.

Occasional dealings with difficult or hostile customers and will be expected to demonstrate resilience when encountering vulnerable individuals or situations.

Qualification

Requires knowledge and skills equivalent to SVQ3.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).