

# Environmental Health Officer – Private Housing Sector

**Salary Range: £43,003 - £49,131**

**Grade: Level 4 Zone 1**

**Location: 5 Pancras Square**

**Reports to: Operations Manager**



# About the role

Sitting in the Private Sector Housing Service, within the Supporting Communities Directorate, the primary objective of the role is to improve standards within the private rented sector within Camden, whether this be through the investigation of complaints or through our Houses in Multiple Occupation licensing schemes. The role will enable you to utilise the full range of enforcement tools to tackle sub-standard private rented accommodation within the Borough, from HMO Licensing, improvement notices to Final Management Orders and Banning Orders. You will also be expected to promote the use of grants and landlord accreditation as an alternative or complementary approach, all with the aim of improving the private housing sector in the borough, with particular emphasis on the private rented sector.

## The things you'll achieve

- Improving standards in private rented sector housing
- Working with tenants, landlords and agents to achieve positive outcomes
- Using the full range of enforcement tools to tackle criminal landlords
- Contributing to wider projects within the service

# About you

## Experience

You will be a qualified Environmental Health Officer (holding an EHRB Certificate of Registration or Chartered status), graduate EHO applicants who are working towards EHRB/Chartered status and have a BSc or MSc in Environmental Health (or equivalent) can apply but will be on a lower pay range. Support and training towards EHRB/Chartered status will be provided by the Council.

You will be expected to:

Have a detailed knowledge of the Housing Act 2004 and other legislative framework relevant to the team and experience in its application to casework in order to:

- Identify and secure innovative interventions in the investigation of complaints and other enquiries.
- Prepare and write clear reports, specifications and other documentation relevant to legislation and service of notices/granting of licences.
- Effectively monitor the progress of works/actions required by informal/formal action.
- Report and recommend enforcement action for failure to comply with requirements of legislation and statutory notices.
- Attend court/First-tier Tribunals, prepare and give evidence as required; and participate in PACE interviews.
- You will also be trained on HHSRS.

## You have:

- Demonstrate a good understanding of housing construction and components, and an up to date understanding of improvement trends and capabilities including those around energy efficiency.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Demonstrate good customer care and communication skills in explaining complex and technical issues accurately, clearly and concisely both orally and in writing when dealing with all service users.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to complaints and Camden objectives.
- Demonstrate your involvement in organising, coordinating and participating on projects as part of a team, and identify how this has led to a successful outcome.
- Knowledge of and ability to manage sensitive intelligence and information securely.
- Understand importance of accurate data entry in relation to updating management information systems and the consequential impact on business intelligence for the service.
- Demonstrate an awareness of politically sensitive issues

# Other important information...

## People management

None

## Work environment

Mixture of office-based work and inspections of homes within the borough. Although mainly office-based, the role will involve lone working in a diverse range of environments, many potentially hazardous or sensitive in nature. Being in an enforcement role can result in confrontational situations. A thorough understanding and adherence to the Council's Health and Safety policy and guidance is imperative. You will know how to handle a wide range of situations and be prepared to receive advice and training to enhance your skills.

## Who you will be working with

This role will be expected to build and sustain effective partnership relationships with customers, colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Landlords, tenants and owners in private housing
- Cabinet members and ward councillors
- Directorates and services across the Council
- Government departments and other local authorities, especially MHCLG and the Greater London Authority
- Local and national businesses / business representatives
- Police

## The application process

*We aim to get back to applicants within two weeks of the closing date*

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

