

Housing Health Practitioner

Salary Range: £39,336 - £44,878

Grade: Level 3 Zone 2

Location: 5 Pancras Square N1C 4AG

**Reports to: Private Sector Housing Service
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.

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 the Department for Levelling Up, Housing and Communities and Greater London Authority
- Local and national businesses / business representatives
- Police / London Fire Brigade

The things you'll achieve

You will be expected to:

- Demonstrate a basic understanding of our role in improving standards within the private rented sector.
- Contribute towards the key objectives of the service by:
- Undertake HMO licensing inspections, including identification of defects, poor management practices.
- Identify and secure interventions in the investigation of complaints and other enquiries and understand the situations where any intervention may not be required.
- Effectively monitor the progress of works/actions required by informal/formal action
- 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

About you

Experience

- BTEC in Environmental Health, BTEC/ONC in Building Construction or equivalent or relevant work experience, or
- Advanced Practical Certificate in the Private Rented Sector
- Diploma in Private Sector Housing Interventions
- Works towards (but not yet completed) Environmental Health Degree

You have

- You will have some experience in taking enforcement action and knowledge of housing standards including HMO licensing. Be trained on applying the Housing Health and Safety Rating System
- Develop a good understanding of relevant legislation utilised to tackle poor property and management standards within the private rented sector.
- 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.
- Willing to gain 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. Support from EHO

Who you will be working with

You'll be working with the Private Sector Housing Team alongside HMO Licensing Officers and Environmental Health Officers.

The application process

We aim to get back to you within two weeks of the closing date. There will be an in-person competency based Q&A interview.

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

