

Job Profile – Housing Investigations Officer

Job Title: Housing investigation officer
Job Grade: Level 3 / zone 2
Salary Range: £34,629 - £40,171

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Social housing is a scarce resource and housing investigation officers play a critical role in ensuring that council and housing association homes are occupied by those who need them most. The team's main purpose is to prevent the loss of homes from the Council's stock and to recover homes that have been sub-let or are illegally occupied.

About the role

In this role you will help the Council to make the best use of its housing stock by identifying, investigating, and addressing potential cases of sub-letting, unauthorised occupancy, abandonment and housing fraud. When appropriate you will work with legal services to ensure homes are recovered to be re-let to people in housing need. You will support our neighbourhood housing teams, and other housing services, to make decisions about tenancy issues, including the right to buy, and you will manage a caseload of investigations through from start to finish.

Camden is an area of high housing demand and high housing costs where council and housing association homes are desperately needed. Every property recovered becomes a new home for someone who is homeless or in housing need

About you

To join us as a housing investigations officer you will need to be up for a challenging role and to:

- Be pro-active, persistent and determined
- Have the ability to combine a robust approach to housing investigations with courtesy, sensitivity and tact.
- Have the ability to develop a detailed understanding of tenancy management to provide clear and accurate advice to colleagues
- Be a detail person with the ability to analyse and interpret information including from across multiple databases
- Be an excellent communicator both in writing and in person. Case work records and reports must be of a high standard.
- Have the ability to make decisions and work on your own initiative alongside an ability and willingness to work collaboratively across teams
- Have the ability to network and build relationships across in-house teams and external agencies

- Our housing investigations officers are qualified investigators who may need to carry out formal interviews under caution under the Police and Criminal Evidence Act. A BTEC Certificate in Investigation or equivalent recognised anti-fraud qualification is an advantage however we will also consider exceptional candidates who are not qualified but would be willing to become qualified in role.

Work Environment:

Getting out into our communities and knocking on doors is an essential part of this role but there will also be opportunities to spend a day or two a week working at home if you wish. The team are based at 5 Pancras Square but you will spend part of your time working alongside our neighbourhood housing teams in either the north or the south of the borough.

People Management Responsibilities: None

Relationships:

With responsibility for 33,000 homes, the Council is the largest landlord in the borough. The Housing Investigation team is part of the Landlord Services Support Group with our partnership team, welfare rights team, rent and court team and service development team and works closely with our ten neighbourhood housing teams. Housing investigation officers report to the housing investigations team manager.

As a housing investigations officer you will be in contact with multiple teams across the Council, with Camden Housing Associations, other Local Authorities and government agencies.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and 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 or post to 5 Pancras Square, London, N1C 4AG.