



**Commissioning Alliance**

## Role profile

The **Commissioning Alliance** delivers projects and services across social care, education and housing for local authorities in London and beyond. We are hosted and employed by Ealing Council as part of the West London Alliance.

<b>Job Title:</b>	Setting the Standard Inspection Officer
<b>Department:</b>	West London Alliance
<b>Directorate:</b>	Commissioning Alliance

<b>Grade: 12</b>	Spinal Column Point Range 44-48
<b>Post no.:</b>	47599
<b>Location:</b>	Hybrid

<b>Role reports to:</b>	Setting the Standard Senior Inspection Officer
<b>Direct reports:</b>	N/a
<b>Indirect reports:</b>	N/a

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

- The Setting the Standard Temporary Accommodation Inspection Service is a pan London housing standards & inspection service which inspects temporary accommodation. The aim of this service is to ensure quality across the sector and to ensure the standard of accommodation meets minimum agreed standard.
- The project was established in 2020 by the London Housing Directors' Group. It is delivered by the West London Alliance's Commissioning Alliance and is hosted by the London borough of Ealing. The StS Service currently supports 29 London local authorities.
- As an StS Inspection Officer, you will need to provide a service to London's Temporary Accommodation Sector that makes a real difference to residents' lives by ensuring that housing conditions and management in residential

accommodation are of a satisfactory standard. It will be vital to develop and maintain relationships with individual Local Authorities and Providers/landlords.

- Applicants should have experience in the inspection of housing, including Houses in Multiple Occupation (HMOs) and assessment of management standards, ideally from an Environmental Housing background or similar.

## **Key accountabilities**

### **Housing conditions**

- Undertake the investigation of programmed and reactive inspections in line with HHSRS guidelines across London.
- Carry out inspections, with a high level of competency, of a wide variety of homes in the Temporary Accommodation Sector for Setting the Standard.
- Assess housing conditions under Part 1 of the Housing Act 2004 (Housing Health and Safety Rating System) and take the most appropriate course of action in each case to achieve compliance.
- Providing advice on Housing and Enforcement Standards in properties used and occupied as Temporary Accommodation.
- Draft clear action plan of works for providers and ensure Private Sector Housing Teams across London are communicated with when enforcement steps are appropriate under Part 1 of Housing Act 2004.

### **Property inspections**

- Be fully conversant with the powers, duties and obligations conferred by the relevant legislation.
- Investigate the licensing status of premises.
- Prepare detailed reports or briefing documents containing detailed analysis of issues, proposals for implementation and recommendations for action.
- Carry out complex inspections, with a high level of competency, of nightly paid Bed & Breakfast and studio accommodation.
- Ensure all inspections carried out are recorded through the StS Case Management System, with clear next steps and Provider Action Plans and any high-level risks are shared via the Case Management System with relevant Local Authorities.
- Have a good understanding of HMO licensing schemes in place across London.

### **Improvement**

- Correspond with Providers and Managing Agents to achieve compliance with the StS Standard for London, and all relevant legislation.
- Undertake follow up action in respect of Setting the Standard inspections as agreed with Providers under the Alliance Service Level Agreement.
- Work with StS Coordinators to review housing conditions in Temporary Accommodation to ensure trends are positive.

**Service delivery:**

- Keep abreast of appropriate legal and technical developments in the field of housing conditions and Temporary Accommodation.
- Demonstrate and manage a 'can do' approach to getting things done, ensuring a prompt and efficient delivery of service.
- Create positive culture in the team aligned to the Commissioning Alliance's values within the service delivery team and with all stakeholders.
- Manage and maintain comprehensive casework records in the service's IT database and other record keeping systems.
- Provide innovative and pro-active solutions to improve service delivery and respond to problems ensuring the delivery of excellent service to service users.

**Other duties and responsibilities:**

- Use own initiative in day-to-day casework and bring any areas of concern or failings, with solutions, to the Senior Inspection Officer's attention.
- Demonstrate a wholehearted commitment to the Commissioning Alliance's values and culture.
- Ensure diversity and equality are a key part of the day-to-day operational delivery and values exhibited by the management and service delivery team.
- Working outside standard office hours for targeted enforcement activity as required – although this should be by exception.
- Participate in any relevant training courses as required by the Senior Inspection Officer.
- Undertake such additional duties or responsibilities consistent with the role and grade and as required by the management team.

**Key performance indicators**

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**Key relationships (internal and external)**

- Head of StS Inspection Service
- StS Senior Inspection Officer
- StS Market Development Manager
- StS Senior Coordinator
- StS Assistant Coordinator
- Local Authorities
- Accommodation Providers
- Professional Trade Bodies
- Contractors

**Authority level**

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## Person specification

Community and partnership working are essential for all roles.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Candidates will be shortlisted on the areas marked with an \*\*

### Essential knowledge, skills and abilities

1. \*\*Broad experience of inspection and understanding of enforcement in Private Sector Housing, including HMOs in a local authority context or relevant and appropriate transferrable skills.
2. Experience of inspection and enforcement in the Privately Rented Sector in a Local Authority setting or similar context.
3. \*\*Broad experience of inspection in Temporary Accommodation Housing in a Local Authority context or relevant and appropriate transferrable skills.
4. Experience of making presentations and briefings to management and other colleagues within the Council.
5. \*\*Experience of developing and managing relationships with the Local Authority Temporary Accommodation and Private Sector Housing Teams.

### Job related knowledge and skills:

1. \*\*Sound practical and theoretical knowledge to carry out the duties of a Housing Inspections Officer.
2. \*\*A detailed level of knowledge of Private Sector Housing procedures and current and relevant Housing legislation.
3. \*\*An understanding of Setting the Standards Temporary Accommodation Housing Guidelines.
4. \*\*Able to prioritise own activities, to be well organised and motivated and to work to performance standards, targets and deadlines.
5. Ability to promote and foster team working, according to the flexible demands and objectives of the service.
6. \*\*Ability to communicate clearly in writing and verbally for the purposes of acting as an authorised officer, dealing with enquiries and complaints, giving professional advice and opinions, explaining statutory requirements, and giving and seeking information.
7. Ability to investigate and research breaches of StS requirements, including the end-to-end process from the Central Inspections Team to Local Authority Environmental Health Officers.
8. \*\*Can demonstrate with examples, the ability to work alone and within a team environment.
9. \*\*Ability to plan workloads and prioritise where necessary to ensure maximum impact of operational delivery.
10. Ability to work with the market and its tenants and are comfortable having difficult conversations / managing expectations as required, whilst maintaining the highest levels of professionalism.

11. \*\*Ability to use Windows-based IT systems and database packages - maintaining and retrieving data and to use the Internet.

**Essential qualification(s) and experience**

- 1) \*\*A Degree or Diploma in Environmental Health approved by the CIEH Environmental Health Registration Board, or at least 2 years relevant experience working in a Local Authority Private Sector Housing Service.
- 2) \*\*A Recognised HHSRS Assessors training Certificate or qualification.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>