

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Environmental Health Officer / Senior Technical Officer
- Post Number: P10936
- Grade and SCP: Grade 10 SCP 26-28
- Directorate: Place

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the **Housing Services – Private Sector Housing**, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Private Sector Housing at Shropshire Council plays an important role in helping residents to live safely, independently and well in their own homes. The service provides advice, assessment and practical support across a broad range of housing matters, including home adaptations for disabled people. Working closely with Occupational Therapists, contractors, landlords, registered providers and other partner agencies, the team helps to identify housing needs, assess whether properties can be reasonably and practicably adapted, and deliver appropriate solutions for residents across Shropshire.

Overview of your role

The purpose of this role is to provide professional technical advice, inspection, assessment and case management support for the delivery of adaptation grants and other housing assistance schemes administered by Private Sector Housing. The post holder will assess property suitability, prepare or review schedules of work, liaise with applicants, Occupational Therapists, contractors and partner agencies, and ensure that grant-funded works are delivered safely, effectively, lawfully and in accordance with Council policy, statutory duties and financial procedures.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the **Senior Private Sector Housing Officer** who is in turn responsible for your health and safety, training and development.
- you will not initially have direct line management responsibility, but you may be expected to provide technical guidance and support to colleagues, contractors and partner agencies as required.
- You will be responsible for managing your own caseload of Disabled Facilities Grant, Major Adaptation Grant and other housing assistance cases, providing technical advice and inspection services, contributing to service performance and ensuring that grant-funded works are delivered in accordance with legislation, Council policy, financial procedures and agreed service standards.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order to achieve specified outcomes but will not have direct authority over those involved.
- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.



What will you be doing?

- Undertake property inspections, surveys and technical assessments to determine the feasibility, suitability and scope of adaptation or housing assistance works.
- Prepare, check and review specifications, schedules of work, drawings, plans and cost estimates for grant-funded adaptations and associated housing works.
- Manage a caseload of Disabled Facilities Grant, Major Adaptation Grant and other housing assistance applications from enquiry through to approval, completion and post-completion checks.
- Provide professional technical advice to applicants, families, carers, Occupational Therapists, contractors, landlords, homeowners and internal colleagues.
- Ensure that works comply with relevant legislation, Council policy, building standards, planning requirements, procurement rules, financial procedures and health and safety expectations.
- Assess tenders, quotations and contractor submissions, ensuring value for money, appropriate standards of workmanship and compliance with approved specifications.
- Monitor progress of works on site, resolve technical issues and authorise staged or final payments where appropriate and within delegated authority.
- Support the delivery of statutory duties under disabled facilities grant legislation and contribute to the effective management of grant budgets, commitments and performance reporting.
- Identify hazards, risks or housing defects during inspections and advise on appropriate remedies, including referral to wider Private Sector Housing enforcement routes where necessary.
- Maintain accurate case records, inspection notes, correspondence, approvals, payment records and audit trails using Council systems.
- Work collaboratively with Occupational Therapy, Adult Social Care, Housing Options, contractors, internal finance teams and external partners to promote timely, person-centred outcomes.
- Contribute to service improvement, policy development, procedure reviews and the implementation of best practice in the delivery of adaptations and housing assistance.
- Support safeguarding, equality, diversity and inclusion responsibilities by recognising vulnerability, escalating concerns appropriately and ensuring residents are treated with dignity and respect.
- Provide technical guidance and support to less experienced officers, administrative colleagues or partner agencies where required.
- Carry out any other duties commensurate with the grade and nature of the post as may reasonably be required by the Senior Private Sector Housing Officer or Housing Service Manager.



The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

This is a hybrid role, requiring the post holder to attend The Guildhall, Frankwell Quay, Shrewsbury and other Council locations as required in line with service needs and Council policy.

Your post is subject to the following:

- The post is **Permanent**, for **29.6** hours per week,
- Normal office hours are **08:45am – 5:00pm**, Monday - Thursday and **08:45am – 4:00pm** on Friday, with a minimum lunch break of 30 minutes. Occasional evening or weekend work may be required in line with service needs,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.



Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to **one** months' notice in writing on either side.

The appointment is subject to **six** months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

All applicants who are appointed to this post will be subject to a **Basic Disclosure check** once the appointment is confirmed. This check will include details of any unspent convictions under the Rehabilitation of Offenders Act 1974.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.

