

CITY OF WOLVERHAMPTON COUNCIL

JOB DESCRIPTION

Job title:	(Council Housing) Inspection and Improvement Officer
Directorate:	Resident Services
Service:	City Housing
Location:	Any suitable location within the City of Wolverhampton
Workstyle:	Flexible
Responsible to:	Service Lead - Housing Regulation
Grade:	6

Job Purpose and Role

1. To support Councils oversight of housing and landlord compliance.
2. To support the housing inspection process and regulation activity.
3. To prepare reports and assessments of the Council's compliance with the requirements set out by the Regulator of Social Housing Consumer Standards and Social Housing Regulation Act.
4. Provide support to ensure practical/operational readiness for inspection and regulatory activity. Support the leadership team, housing managing agents, elected members, partners/stakeholders and others prior to, during and following inspection.
5. Contribute to the production and/or co-ordination of reports, data, action plans, risk registers and other documentation on behalf of the Councils landlord services as required.
6. To work with Council colleagues and Housing Managing Agents to oversee, coordinate and report on the Councils compliance with Fire and Building Safety regulations.
7. To develop upon existing performance management frameworks to gain assurance and identify risks to the Council.
8. To development improvement plans and identify areas of improvement through proactive identification of best practice.

Principal Duties and Responsibilities

Legislative Compliance

1. Maintain knowledge and understanding of the requirements of the Regulator of Social Housing, the Consumer Standards, the Social Housing White Paper, and Social Housing Regulation Act.
2. Maintain a knowledge of and a central point of access to key landlord policies, procedures and protocols. Make recommendations for improvements/updates to reflect best practice, that they are fit for purpose, support the aims of the service and are compliant with legislation and regulations.

3. In collaboration with the Housing Managing Agents, write and present key policies, procedures and protocol documents.
4. To work collaboratively with the Housing Managing Agents, legal officers etc to ensure any policy documents comply with legislation, regulation and guidance.
5. To contribute to the Managing Agents Forum and co-ordinate task and finish groups and other consultative processes with relevant staff and tenants towards the creation of policies and other documents and to shape systems.
6. To advise Landlord Services (CWC) and the Housing Managing Agents of new requirements that may arise from new legislation, regulation or guidance and to work with service managers to ensure that policies, procedures and protocols adequately reflect the requirement and the priorities of City Housing.

Inspection

7. Support the Service Lead – Housing Regulation, as the strategic lead on inspection and regulation of the Councils landlord services.
8. Provide support to ensure practical/operational readiness for inspection and regulatory activity.
9. Coordinate the Councils operational response to inspection; manage central communication, coordinate staff required, book rooms, provide information, and advice to staff and elected members.
10. Provide support to ensure practical/operational readiness for inspection and regulatory activity. Support the leadership team, housing managing agents, elected members, partners/stakeholders and others prior to, during and following inspection.

Improvement

11. Work with the Landlord Services Team in monitoring the key themes and trends identified via performance monitoring of the landlord service KPI's, Tenant Satisfaction Measures. Assist in the interpretation and presentation of performance and compliance monitoring.
12. Work with the Data and Analytics Team to ensure the data required for regulation and inspection is accessible and presentable as is required. Support collaboration between the Data and Analytics Team and officer responsible for data collection in the housing managing agents.
13. Develop upon the existing Consumer Standards action plan with Housing Managing Agents and provide information to support the reporting of progress to our Senior Executive Board and Council.
14. Support the creation of risk registers and action plans in relation to inspection / regulatory activity.
15. Collaborate with the Housing Managing Agents to create a culture of compliance and offer support and guidance where needed.
16. Work with the Landlord Services Team to address issues of poor performance and non – compliance.
17. Support the development of improvement plans.

18. Support the reporting of performance to internal partners and the housing governance structure.
19. Contribute to the review of services delivered by the Housing Managing Agents.
20. To ensure that all policy consultation activity meet requirements in relation to risk and impact assessments, including equality impact assessments.
21. Prepare information for written reports. Produce spreadsheets and presentations.
22. Attend training and networking events, work with sector experts to support the identification of best practice to improve council housing services in Wolverhampton.

Tenant Voice

23. Contribute to a culture of tenant engagement and influence.
24. Ensure the customer voice and experience is embedded in the development of services and part of ongoing and one-off consultation.
25. Lead the development of Equality Impact Assessments, to inform the deliver of services and policies to tenants.

Corporate

26. To act in accordance with the Council's Constitution and other Codes of Conduct.
27. To participate in staff development, appraisal and training as appropriate, including continuous professional development.
28. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
29. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
30. To participate in the wider development of the service and contribute to service improvement as required.
31. Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council's key strategies; as appropriate and training provided.
32. Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council's objectives; as appropriate and training provided.
33. City of Wolverhampton Council is committed to Corporate Parenting.

"Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after."

Effective date

Signature of post holder

CITY OF WOLVERHAMPTON COUNCIL
PERSONNEL SPECIFICATION

Job Title: (Council Housing) Inspection and Improvement Officer

Factors	Essential	Desirable	How identified
EDUCATION/ QUALIFICATIONS	<ul style="list-style-type: none"> • Good standard of education. • Relevant experience. 	<ul style="list-style-type: none"> • Qualification in a discipline relevant to the job description; housing, management, project planning, inspection. • Membership of a professional body relevant to the post, e.g. CIH 	Application form Production of Certificates References
TRAINING	<ul style="list-style-type: none"> • Able to demonstrate commitment to continuous personal development. • Housing regulation and Housing Consumer Standards • IT Systems – i.e. Microsoft Office 	<ul style="list-style-type: none"> • Project Management • Equality and Diversity • Governance 	Application form References
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in social housing or an area subject to inspection. • Experience handling data, writing reports and presentation. • Experience developing policies. • Experience developing and maintaining partnership and good working relationships. • Experience of project management or leading medium to long term programmes of work. • Experience running/chairing/coordinating, arranging and supporting meetings/workshops, including minute taking. 	<ul style="list-style-type: none"> • Experience of local authority working practices and policy frameworks • Experience of working with an ALMO, TMO, RP • Experience in preparing for audits and inspections. • Experience developing risk registers and improvement plans. • Experience preparing equality impact assessments. 	Application form Interview Tests/Assessments References

<p>SPECIAL SKILLS/ KNOWLEDGE</p>	<ul style="list-style-type: none"> • Good written and verbal communication skills with an ability to communicate and negotiate and ensure accessibility of information across a range of audiences including senior leaders. • Awareness of inspection/regulatory landscape for social housing, the Regulator of Social Housing and the Housing Consumer Standards. • Ability to assess complex issues and communicate effectively in a range of media • An understanding of the relationship between the tenants, Council as landlord, Cllrs and its housing managing agents. • The ability to work effectively in partnership with partners, colleagues and customers. • Excellent computer / IT skills, proficient in the use of MS packages. 	<ul style="list-style-type: none"> • Knowledge of the Councils Housing Strategy. • Knowledge of Housing legislation, and current and emerging national policy and practice. • Understanding of local government finance, procurement frameworks and regulations • Ability to interpret information and translate for a high-level strategic audience. 	<p>Application form Interview Tests/Assessments References</p>
<p>PERSONAL QUALITIES</p>	<ul style="list-style-type: none"> • Flexible approach to work. • Assertive. • Political awareness and sensitivity. • Able to meet deadlines and proven ability to work under pressure. • Able to establish and maintain good working relationships and work effectively as part of a team. • Ability to organise self with limited supervision or direction, to plan and prioritise own workload and meeting demanding deadlines. 		<p>Interview References Tests/Assessments</p>

	<ul style="list-style-type: none"> • Good verbal and written communication skills and interpersonal skills. 		
INTEREST AND MOTIVATION RELEVANT TO THE JOB	<ul style="list-style-type: none"> • A genuine interest in housing and a desire to meet the objective of the Council’s Housing Strategy; Better Homes for all – Safe and Healthy Homes. • A commitment to understanding the housing needs of Wolverhampton’s diverse population. • Demonstrate a can-do attitude. • A commitment to understanding the needs and satisfaction of tenants in the development of services. • Ability to genuinely contribute to a culture of tenant influence and engagement. 		<p>Interview References Tests/ Assessments</p>
COMMITMENT	<ul style="list-style-type: none"> • To achieve work targets within specified timescales. • Understanding of the contribution housing can make to promoting equality and social inclusion. • To the Council’s Equal Opportunities Policy. • To customer care and equality of service users. • Commitment to fairness, equality and diversity. • Commitment to the cause of social housing. • Commitment to the delivery of excellent customer services. • Commitment to attending evening and weekend meetings and events as required. 	<ul style="list-style-type: none"> • Willingness to go beyond normal expectations to provide a high quality service efficiently and effectively to meet deadlines 	<p>Application form Interview Tests/Assessments References</p>