

Job Description



Job Title: Building Safety & Projects Team Support Officer (Private Sector Housing)	Service Area: Private Sector Housing Standards	
Directorate: Inclusive Economy and Housing Directorate	Post Number: Fusion	Evaluation Number: 6794 (linked to 6746)
Grade: S01	Date last updated: 28 th February 2023 (reviewed April 23)	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To facilitate and assist in cladding projects and activities as required within private sector housing standards, to achieve improvements in dealing with combustible cladding and other fire safety issues affecting blocks in the private sector, within Newham, in accordance with service requirements, the Housing Act 2004, Building Safety Act 2022, Fire Safety Act 2021, and other relevant legislation.

To support and assist the work of the Private Sector Housing Standards Service to improve the safety and quality of privately rented housing, particularly with regard to fire safety, as part of the Council's Private Sector Housing Strategy.

To deliver private sector housing outputs for the Private Sector Housing Standards Service as directed.

Job Summary

1. The post-holder reports to the Cladding Projects Team Leader.
2. The post-holder has no line management responsibility.
3. The post-holder has responsibility for receiving fee income of up to £100,000 pa.
4. The post-holder may be required to work some evenings, weekends and occasional public holidays, in order to attend public meetings and provide a service to clients.
5. The post-holder will contribute to the delivery of the Cladding Team and other regulatory functions as part of the Council's Private Sector Housing Strategy.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To participate in the development and implementation of the cladding project to improve residential properties, assisting with the application of both statutory means and voluntary provisions and ensuring that various technical functions and associated work are performed effectively.
2. To act as a point of contact for enquiries related to cladding and other fire safety issues in tall buildings, providing appropriate advice and assistance to service users, council officers and others.
3. To communicate and deal tactfully and politely with all enquiries from members of the public, other officers and elected Members in accordance with set standards and customer care initiatives; to undertake reception work, if required; to relay accurate messages to appropriate individuals.

4. To provide information in response to enquiries and signpost contacts to other providers as necessary and support technical projects, initiatives and training activities.
5. To trace and communicate with owners, responsible parties and occupants of blocks in the private sector in order to assist officers and facilitate the requisition of relevant ownership and fire safety documents, including fire risk assessments and external wall surveys, and help arrange access to buildings, by officers, for assessment or investigation. Including providing support for service of appropriate legal notices where required.
6. To receive, assess and process as required responses to requisitions for information, including the review of associated documents.
7. To provide administrative support for the private sector housing service delivery of legal enforcement activities in relation to cladding and other fire safety issues.
8. To receive penalty charges in line with the council's systems for financial management including the use of spreadsheets and databases.
9. To assist in the recovery of financial penalties following failure to comply with a Financial Penalty Notice (FPN).
10. To interrogate a number of different Council services databases such as UNIFORM, ICLIPSE and other relevant systems, to acquire relevant information and present findings in an agreed format.
11. To ensure that adequate records and databases are maintained including statutory registers to enable the efficient operation of the work of the service and assist with the timely production of information, including for statutory returns and performance indicators.
12. To maintain process and input detailed records and information, using corporate / local databases and paper systems to a high degree of competency and accuracy.
13. To assist in the preparation of publicity, information and guidance in respect of cladding, fire safety and other private housing functions in Newham.
14. To assist with developing and maintaining appropriate material for publication on the Council's website in support of the Council's policies in cladding and fire safety.
15. To send and receive correspondence in all forms including the preparation and monitoring of letters/emails etc., utilising bulk and individual approaches.
16. To maintain diaries, programmes and appointment records for the Team and ensure all deadlines are met.

17. To deputise for other team members in their absence and make a positive contribution to team working.
18. To assist in the gathering of evidence for legal prosecution cases and First Tier Tribunal hearings and appear as witness for the Authority as necessary.
19. To develop and improve systems within the post-holder's control to maintain continuous improvement, modify office routines, and negotiate with senior staff on conflicting priorities or timescales.
20. To attend training and other development courses as required and maintain awareness of developments in the field of housing law and policy as it applies to the work of the group.
21. To provide cover and assistance within other functions, if required, including flexibility and interchangeability with other staff at comparable levels.
22. To undertake various office tasks such as document and file collation; generate internal & external correspondence and other reasonable administrative tasks.
23. Such other duties, within the competence of the post holder, which may be required, reasonably, from time to time.
24. To ensure the proper implementation of the Council's Health and Safety policy and be aware of local safe working practices to ensure personal safety and that of others during the course of work.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: Knowledge of the services provided by the Council and an understanding of current Local Government issues particularly in private sector housing and the associated legal and tribunal processes.	Application and Interview

Knowledge of cladding and other fire safety issues affecting tall buildings, and implications within the local government framework. Knowledge of the UNIFORM database system or similar universal property based data platform. Knowledge of basic office equipment and of use of Microsoft Office Knowledge of service user needs	Application and Interview (Desirable) Application and Interview Application and Interview Application and Interview
EDUCATION/QUALIFICATIONS: No formal qualification required. Academic achievement in IT /social administration/ housing an advantage	Application and Interview
SKILLS AND ABILITIES: Demonstrable proven ability to learn and effectively utilise information technology. High degree of literacy and numeracy and the application of those skills, including the handling of fees and charges. Ability to build effective and productive working relationships with colleagues and people at all levels. Proven ability to organise own workload and work under pressure, maintaining high quality and output, and achieving set deadlines and targets. Proven ability of sound problem solving skills and ability to quickly evaluate situations and initiate actions. Ability to compile information and to draft routine correspondence to a high standard. Ability to set own deadlines; to guide and assist other staff.	Application, Interview, Test Application, Interview, Test Application and Interview Application and Interview Application and Interview Application, Interview, Test Application and Interview

High level of communication skills within context of customer /client relationship. EXPERIENCE: Experience of technical administration and general office duties including financial control and team working. Experience of working in a customer focused front line service. Experience of working with the public in a mixed linguistic and cultural environment. Experience of operating, updating and retrieving data from information technology systems (Uniform or similar) and understanding and interpreting data sets. Experience of using initiative at work or in other areas of public life. Experience of working in a housing or legal environment either in local government or the private sector.	Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application/Interview (Desirable)
PERSONAL STYLE AND BEHAVIOUR: Committed to the achievement of equal opportunities in both employment and service delivery. Maintain high standard of ethics, professional conduct and honesty. An understanding of quality issues and working with staff at all levels. Friendly open personal style. Inspire confidence and trust with people at all levels. Committed to being flexible and responsive to changing work patterns, locations and methods as necessary. Active results orientated and sensitive to individual	Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview

needs.	Application and Interview
OTHER SPECIAL REQUIREMENTS: Willing to be flexible and carry out additional duties to ensure successful operation of services. Willing to work at different locations or premises as necessary.	Application and Interview Application and Interview