

Job Title: Private Sector Empty Homes Officer	Role Profile Number: OPN109
Grade: N	Date Prepared: June 2021
Directorate/Group: Adult Services, Public Health & Housing	Reporting to: Housing Strategy & Development Manager
Structure Chart attached:	No

Job Purpose

- To assist in delivering Swindon’s Housing Strategy objectives with focus on bringing empty properties back into use.

Key Accountabilities

To assist in delivering the empty homes service through:

- To be the main point of contact for all empty homes enquiries. To provide advice, assistance and information to owners of empty properties for bringing them back into use and offer advice and information on housing related issues to tenants, landlords, owner occupiers and members of the public and elected members.
- To undertake and coordinate enforcement activity in relation to empty homes and to maintain accurate property case histories.
- To progress, by the most appropriate means, activity to bring empty homes back into occupation in accordance with the Empty Homes Strategy.
- Carrying out periodic reviews of all properties on the empty homes database, involving visual checks of the properties.
- To liaise with other departments of the Council to establish a co-ordinated approach towards the implementation of the Strategy. To develop appropriate referral and feedback systems between sections dealing with empty properties.
- To prepare reports and recommendations relating to the voluntary purchase, enforced sale or compulsory purchase of empty properties.
- Responding to telephone enquiries from members of the public, MPs, Councillors and strategic partners on empty property issues in Swindon.

- Widening knowledge and understanding of empty properties concept amongst the general public.
- Maintaining statistics and information on empty properties in Swindon.
- Negotiate with owners of empty properties, using Council resources to assist in bringing empty properties back into use.

Supplementary Accountabilities

- Ensure continuous professional development
- Participate in information briefings and events locally, regionally and nationally as and when required
- Promote equality and diversity best practice in all areas of work
- Attend meetings, occasionally evening meetings outside of normal work hours
- Ability to travel across the Borough, ability to drive

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Good organisational, communication, written and presentation skills
- Good IT skills
- Good numeracy skills
- Proven experience in the Housing Sector
- Developing synergies and partnerships within the organisation and with external partners

Qualifications

- GCSE Maths and English grade C or above, or equivalent qualifications

Decision Making

- Expected to make decisions on empty properties, including use of Council resources, instigation of legal action and the strategic development of both the service and wider private sector.
- To make recommendations and write reports where applicable, recommending enforcement action and other solutions to assist in returning empty homes to use.
- To contribute to the setting of the Council's targets for the number of empty properties brought back into use each year and ensure that the targets are achieved.

Creativity and Innovation

- Develop creative solutions for bringin empty homes back into use
- Identify and introduce improvements to areas of accountability, in particular the future strategic direction of private sector housing
- Presentation of a variety of internal and external communications
- Flexibility to meet the varying demands of the role

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Implement the Empty Homes Strategy • Assist with the Empty Homes programme • Prioritise bringing empty homes back into use • Ensure accurate and quick responses to enquiries related to Empty Homes 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Initiating enforcement / legal action</p> <p>None</p>
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Contacts and Relationships

- Liaise on a daily basis with owners of empty properties and on a regular basis with Councillors, MPs, Police, Fire Service and members of the public
- Work closely with Legal, Environmental Services and other relevant partners on enforcement options
- Work collaboratively with external and internal customers, community members and other bodies that interact with this role.

Other Key Features of the role

- The role involves a significant number of visits to empty homes, which are sometimes in a dangerous or unsanitary condition.
- Some people affected by an empty home can be abusive and aggressive, so ability to manage conflict is important

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	