

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

JOB TITLE: HMO ASB OFFICER

DIRECTORATE: HOUSING & SAFER COMMUNITIES

DIVISION: COMMUNITY SAFETY & ENVIRONMENTAL HEALTH

SECTION: PRIVATE HOUSING & ENVIRONMENTAL HEALTH STANDARDS

GRADE: PO1

REPORTING TO: HOUSES IN MULTIPLE OCCUPATION TEAM LEADER

Purpose of Job:

To protect residents and communities by proactively assessing, monitoring and enforcing standards within Houses in Multiple Occupation (HMOs), working closely with landlords and managing agents to prevent and resolve anti-social behaviour, waste mismanagement and pest infestations. The postholder will use a balanced approach of advice, support and, where necessary, formal enforcement action to secure compliance with licensing conditions and relevant housing and environmental legislation.

Main Duties:

1. Assess licensed and licensable HMOs for compliance with licence conditions, housing standards and management regulations.
2. Develop and maintain a program of proactive and reactive (in response to complaints) inspections
3. Monitor landlord performance and management arrangements, with particular regard to waste storage, cleanliness of common areas, pest control and occupier behaviour.
4. Identify breaches of HMO licence conditions and take appropriate action to secure compliance.
5. Investigate complaints of anti-social behaviour linked to HMO properties, including noise, refuse accumulation, poor property management and tenant conduct (including alleged drug use).

6. Work with landlords and managing agents to ensure effective tenancy management, including prompt intervention where tenant behaviour impacts neighbours or the wider community.
7. Liaise with Community Safety, Community Protection, Environmental Protection, Police, Waste Services, Enviro-Crime and other partners as required.
8. Inspect HMO properties for compliance with waste storage and disposal requirements.
9. Require landlords to improve waste arrangements, including provision of adequate bins, signage and tenant information.
10. Address fly-tipping and persistent waste issues linked to HMO occupation through advice, notices and enforcement action where necessary.
11. Investigate pest complaints associated with HMOs, including rodents and insects
12. Assess whether infestations arise from structural issues, poor management or tenant behaviour.
13. Require landlords to take remedial action and engage pest control services where appropriate.
14. Take proportionate and lawful enforcement action under relevant legislation, including:
 - Housing Act 2004
 - The Management of Houses in Multiple Occupation (England) Regulations
 - Environmental Protection Act 1990
 - Anti-social Behaviour legislation where applicable
15. Draft and serve statutory notices, schedules of works, warning letters, civil penalties and other enforcement documents.
16. Prepare case files, statements and evidence for legal proceedings, including appeals, tribunal hearings and court action.
17. Provide clear advice and guidance to landlords, managing agents and tenants on good management practices.
18. Promote early intervention to prevent escalation of ASB, waste and pest issues
19. Support landlords to understand and meet their legal obligations.
20. Work collaboratively with internal council teams and external agencies to resolve complex cases.
21. Engage with residents affected by HMO-related issues, providing reassurance and updates on action taken.
22. Contribute to service improvement, policy development and data collection related to HMOs.
23. To undertake any other work appropriate to the level and general nature of the post's duties.

24. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
25. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
26. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
27. Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
28. This post requires a Standard DBS and will be supported by Safer Recruitment tools
29. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Person Specification

Job Title	HOUSES IN MULTIPLE OCCUPATION TEAM LEADER
Grade	PO1
Service/Section	PRIVATE HOUSING & ENVIRONMENTAL HEALTH SERVICES
Directorate	HOUSING & SAFER COMMUNITIES

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Qualifications	
1. Full UK driving license and access to own vehicle for use at work 2. Relevant Enforcement Qualification or appropriate experience in a regulatory role 3. Environmental Health degree (or working towards CIEH/EHRB registration). 4. Professional housing qualification (e.g. CIH).	1. E 2. E 3. D 4. D
Knowledge & Experience	
1. Experience in housing enforcement, environmental health, private sector housing or a related regulatory role. 2. Working knowledge of HMO licensing, property management and housing standards. 3. Experience of investigating complaints and resolving complex, sensitive issues. 4. Understanding of enforcement processes, evidence gathering and legal procedures. 5. Experience of dealing specifically with anti-social behaviour, waste enforcement or pest control issues. 6. Experience of issuing civil penalties or prosecuting housing-related offences.	1. E 2. E 3. E 4. E 5. E 6. D
Skills and Abilities	
1. Strong investigative and problem-solving skills. 2. Ability to balance enforcement with advice and negotiation. 3. Excellent written and verbal communication skills. 4. Confidence in dealing with challenging situations, landlords and residents. 5. Ability to manage a varied caseload and work independently. 6. Competent in preparing formal reports, notices and legal documentation.	1. E 2. E 3. E 4. E 5. E 6. D

Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E