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Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Private Sector Housing Officer	Location:	Forest of Dean and Cotswold-main location Coleford
Department:	Operations	Service:	Environmental Protection
Reports to:	Principal Environmental Health Officer	Working Hours:	37
Job group:	Case/Field Worker - Level 2	Peer group no:	PGI-14
Business World Post number:	TBC	Direct Reports (if applicable):	n/a
FTE Salary pro rata:	£35,547 to £37,078	Contract type:	Permanent

Main purpose of this specific role:	The role is focussed on Private Sector Housing regulation, landlord and tenant issues, Houses in Multiple Occupation and caravan and campsite licensing. The purpose is to improve standards in these areas through advice, inspection, regulation and enforcement.
Main requirements of this specific role:	You will be: <ul style="list-style-type: none">• a Private Sector Housing Officer, dealing with all aspects of housing standards, HMO, caravan and campsite licensing,• dealing with residential housing service requests and issues of public health including drainage and pest infestations and filthy and verminous premises.• assisting in work to bring empty homes back into use,

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	<ul style="list-style-type: none"> • responsible for procedure development, • providing expert advice and guidance throughout our organisation from an Environmental Health perspective, reviewing and making recommendations on consultations, • investigating complex issues, representing the service at court and hearings, tribunals and committees. • reviewing and making recommendations on reports and to provide regulatory expertise in the monitoring of compliance with conditions. • training and coaching/mentoring colleagues and partners.
<p>Essential qualifications/skills /experience specific to this role:</p>	<ul style="list-style-type: none"> • A minimum qualification equivalent to NVQ level 3 or A level • Relevant recognised qualification in private sector housing, Environmental Health, or a related field • GCSE Maths and English or equivalent to grade C/4 or higher • Ability to build customer relationships • Knowledge and experience in assessing complex situations and carrying out inspections if and when required • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve complex issues by negotiation • Coach, mentor and train colleagues • Maintain accurate and up to date records • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft
<p>Desirable Requirements Qualifications, Skills and Abilities:</p>	<ul style="list-style-type: none"> • Three years relevant experience working in local government, preferably housing related issues • Experience working with internal/external customers, partners/clients and elected members • Knowledge, understanding or experience of project management • Competent in the use of Uniform Idox • Experience of working in a housing standards and landlord and tenant environment.

	<p>Generic Job Profile:</p>
<p>Main Purpose of a role within this job group:</p>	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> ● Improve standards in housing in the district(s). ● Take ownership of customer cases, including consultation with relevant subject matter experts ● Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts ● Undertake site visits and inspections if/when required ● Take ownership of complex or protracted cases and progress to resolution
<p>Key Responsibilities of a role within this job group:</p>	<ul style="list-style-type: none"> ● Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally ● Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines ● Consult with technical colleagues as required ● Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines ● Ensure all relevant customer and company information is captured and recorded accurately ● Planning and prioritising workloads in order to meet agreed short term objectives ● Carry out duties with discretion, integrity and maintain confidentiality ● Understand and demonstrate commitment in delivering the key performance indicators within the function ● Undertake any other duties as reasonably required to do so
<p>General Accountabilities:</p>	<ul style="list-style-type: none"> ● Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. ● The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment

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	<ul style="list-style-type: none">• Work in compliance with the Codes of Conduct, Regulations and policies of Publica• To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	<ul style="list-style-type: none">• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business• You will be expected to work reasonable additional hours in line with the needs of the service• Full UK Driving Licence• Ability to travel/ access to a vehicle for work purposes
Date reviewed: 12/03/26	
Reviewed by: Philip Measures/ Paul Lankester	
Manager job title: Service Leader/ Principal EHO	
Date of issue: 12/03/26	
Checked HRBP: Name Kate Wilkins Date 16/03/2026	