

## Job Description

# Private Sector Housing Officer

Reference: 2279

Date: May 2026

<b>Job Family:</b>	<b>Property/Property Management</b>
<b>Level:</b>	<b>2</b>
<b>Band:</b>	<b>6</b>
<b>Career Track:</b>	<b>Technical, Professional and Supervisory</b>

## Job Purpose

To support the delivery of the Council's Private Sector Housing service by working proactively with landlords, property owners, tenants, and partner organisations to improve housing standards and increase the availability of quality housing within Northumberland. The role focuses on bringing empty properties back into use, supporting the delivery of landlord accreditation and private sector housing initiatives, providing housing-related advice and guidance, and promoting positive engagement with the private rented sector. The post holder will contribute to partnership working, housing improvement projects, and the delivery of customer-focused services in line with relevant legislation, council priorities, and community needs.

## Service Purpose

Overall, the Housing Service Delivers the Council's place shaping role in promoting an appropriate, good quality housing offer across the County. This involves managing and maintaining the dedicated housing stock of circa 8,000 properties for Council tenants and leaseholders as well as securing the provision of decent homes for all residents and to create healthy sustainable communities across the County. In doing all this, we also support those with a range of specific needs including the elderly, young and homeless people.

## Duties and Responsibilities

### Private Sector Housing and Empty Homes

- Support the delivery of the Council's Private Sector Housing priorities through proactive engagement with property owners, landlords, tenants, and partner organisations.
- Investigate and monitor long-term empty residential properties and work collaboratively with owners to encourage and support homes being brought back into use.
- Provide advice, guidance, and practical assistance to owners of empty properties regarding available schemes, property improvement options, and housing initiatives. Use appropriate enforcement tools where necessary.
- Contribute to the delivery of projects and initiatives aimed at improving housing standards and increasing the availability of decent homes within the private sector.

## **Landlord Engagement and Accreditation**

- Assist with the ongoing development, promotion, and administration of the Council's Landlord Accreditation Scheme to support good practice within the private rented sector.
- Develop and maintain positive working relationships with private landlords, agents, and housing providers through regular communication, forums, and partnership working.
- Provide advice and support to landlords in relation to property standards, tenancy matters, and relevant housing legislation.
- Undertake property visits and inspections, including assessments using the Housing Health and Safety Rating System (HHSRS), to support improvements in housing conditions.

## **Partnership Working and Service Support**

- Work collaboratively with internal departments, external agencies, community groups, and housing partners to support sustainable housing outcomes and neighbourhood improvement.
- Assist in the planning, consultation, implementation, and monitoring of private sector housing initiatives.
- Maintain accurate records and contribute to monitoring, reporting, and performance information relating to private sector housing activity and service outcomes.
- Support customer engagement activities, including responding to enquiries, attending meetings, landlord forums, and community events.

## **Advice, Guidance and Professional Practice**

- Provide general housing advice and signposting in relation to private tenancies, landlord and tenant matters, and housing-related concerns.
- Promote a customer-focused approach, ensuring services are delivered professionally, sensitively, and in accordance with council policies and procedures.
- Maintain up-to-date knowledge of relevant housing legislation, guidance, and best practice through continuous professional development.
- Apply safeguarding principles and responsibilities in line with council policies when working with vulnerable individuals and households.

## **Person Specification**

### **Professional and Technical Requirements**

#### **Qualifications**

- Level 3 qualification in housing or equivalent.
- Full UK driving licence and access to transport suitable for business use.

#### **Knowledge, Skills and Experience**

- Applied knowledge of housing legislation relating to the private rented sector, including Housing Act 2004 and associated enforcement powers.
- Evidence of continuous professional development relevant to private sector housing and enforcement activities.

- Experience of undertaking property inspections and assessing housing conditions using the Housing Health and Safety Rating System (HHSRS).
- Experience of investigating housing complaints, tenancy-related disputes, or private sector housing enforcement matters.
- Knowledge of landlord licensing, housing standards, and private sector housing improvement initiatives.
- Experience of managing a varied caseload and prioritising competing demands effectively.
- Ability to interpret legislation, guidance, and policy and apply professional judgement to complex cases.
- Experience of maintaining accurate records and using electronic systems to monitor casework and service activity.
- Ability to analyse housing-related information and contribute to service reporting and performance monitoring.
- Experience of working collaboratively with partner agencies and stakeholders to resolve housing-related issues.

## Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

## Strengths

- **Analytical:** You seek and analyse information to inform your decisions, based on the best available evidence.
- **Problem Solver:** You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Negotiator:** You support constructive discussion and enjoy getting all parties to reach an agreement.
- **Decisive:** You use your judgement. You take a considered approach to situations and tasks when making decisions.
- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.

## Desirable

- Experience of working with selective licensing or landlord accreditation schemes.
- Experience of delivering empty homes initiatives or housing regeneration projects.
- Level 4 or above qualification in housing, environmental health, or a related discipline.