**Manchester City Council**

**Role Profile**

**Inspections Officer, Grade 5**

**Homelessness Service, Neighbourhoods Directorate**

**Reports to: Team Leader**

**Job Family: Neighbourhoods**

**Key Role Descriptors:**

The role holder will carry out property inspections to ensure that all properties meet the stands of the Housing health and safety rating system (HHSRS).

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high quality service.

**Key Role Accountabilities:**

Investigate cases and manage risk, involving assessment, planning and delivery of interventions in order to protect the safety and well-being of residents.

Provide technical advice regarding the enforcement of relevant legislation adhering to relevant policies and procedures and working within set parameters.

Report incidents, unusual circumstances or situations that may negatively impact on the environment and the well-being of residents, visitors and businesses.

Maintain accurate records of investigations and inspections to ensure information produced can be relied upon to demonstrate performance and delivery.

Support the development of a strong culture of collaboration within the team and with key stakeholders, working flexibly and encouraging and supporting others to do the same to ensure the consistent delivery of high quality, efficient and effective operational services.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Property Inspection Team sits within Manchester City’s Council’s Homelessness

Service. The Inspection team inspects new & void properties that are on the Dispersed Framework and also the hotels and B&B’s that homelessness uses to accommodate families and singles.

All inspections are carried out to confirm that all the properties meet the requirements of the housing health and safety rating system, (HHSRS) standards. This is to ensure that we are placing families into suitable and safe properties and that any identified risks or hazards are addressed prior to the family being placed in the accommodation. If issues are identified during the inspection the landlord will be sent a schedule of work to complete.

The role holder will be responsible for completing inspections in void and occupied properties, ensuring that all repairs are completed within the time frame allocated dependent of the category of repair. The role holder will work collaboratively with partner agencies and stakeholders to ensure that all properties meet the standards required.

Homeless people and applicants may present with complex issues and may

be vulnerable and the role can be challenging and demanding. The team works closely with other services to ensure the best outcomes for the client group.

The postholder will establish and maintain effective relationships with service users and

stakeholders, liaising to ensure successful outcomes and that the service responds appropriately to the needs of its users.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Ability to communicate clearly, concisely,

accurately and in ways that promote understanding.

* **Planning and Organising Skills:** Demonstrate the ability to organise

multiple tasks in the most effective way and allocate time and energy

according to task complexity and priority.

* **Creative Skills:** Ability to think creatively and provide innovative

solutions to problems. Has ability to develop new approaches to finding

solutions outside of existing parameters.

* **Problem Solving and Decision Making Skills:** Ability to analyse

situations, diagnose problems, identify the key issues, establish and

evaluate alternative courses of action and produce a logical, practical

and acceptable solution. Ability to make effective decisions on a dayto-

day basis, taking ownership of decisions, demonstrating sound

judgment in escalating issue where necessary. Be logical in thinking

and explain reasoning behind decisions or actions taken.

* **Administrative Skills:** Good level of literacy and numeracy skills to

undertake calculations and produce letters and other documentation.

* **IT Skills:** Skills to use ICT systems to obtain and analyse data and

present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

* Must be qualified to HHSRS or willing to work towards the qualification
* Must consent to and apply for an enhanced DBS disclosure check
* Must hold a full UK Driving License