



Day in the life of a Private Housing

Caseworker

We hope you find the information provided below useful and it enables you to make an informed choice about applying for the role. We have included information we feel will be useful for you and that will provide you with a really good overview of the work you will be involved in.

Please be advised current post holders contributed to the content of this information, so it is a real-life and transparent overview of the post.

We hope that the above information helps you to prepare for any potential invite to an interview as you will be able to demonstrate how your skills, experience and knowledge match the requirements of the post you are applying for.

Practical information

Office location, parking, bus travel, nearby train stations, local shopping facilities (where can I get my lunch?).

Temple Street, paid on street and off-street parking at locations nearby. 10-minute walk from city centre which is served by many bus routes. 5-minute walk from Temple Meads train station. 15-minute walk from Cabot Circus/Broadmead. Various cafes, sandwich shops, Tesco etc. on Victoria Street for lunch.

Working conditions

Rotas, hours, flexible working opportunities (can I work from home or is this an office/site-based opportunity), office environment,



induction, IT equipment, PPE, will I have a buddy/mentor when I start?

Flexi time scheme and flexible working available. Work from home or work from office, office and corporate induction. New starters given training and IT equipment along with full training for the role.

Who I'll be working with

- Is the role front-line/customer facing?
- Who will you be supporting in this role?
- What other teams/service areas do you work with?

Interaction with members of the public is primarily via email and telephone. The role is supported by a team leader. Work with other teams within the Private Housing Service but occasionally other teams within the council.

Job satisfaction

- What is the best thing about the job?
- What does a typical day look like?
- Who or what has had the biggest impact on your development in this role?
- How has this job positively impacted your life outside of work?
- What challenges do you face and how are you supported to overcome them?
- How else are you supported in your role?

Bringing rogue landlords to task and improving conditions for tenants.

A typical day starts with checking my emails and responding to them. These can be a mixed bag of queries from colleagues, citizens and landlords/agents regarding all aspects of property licensing such as unlicensed properties and



outstanding works. This usually takes me a couple of hours. After that I get on to our software programme that contains all records for all properties in the City and lists all the actions I have scheduled for that day. The programme also shows everything I have outstanding and all future actions. I methodically work through the days actions which generally involves issuing notices, chasing outstanding works, linking evidence submitted for outstanding works, checking various databases as part of the investigation process and sending out relevant letters. In between there will generally be a few more phone calls or emails to respond to. The work is varied and interesting and the day usually passes quite quickly.

I would say my colleagues and other team members have had the biggest impact on my development as every day, with their support, I learn something new and they are always available to answer queries and provide help where needed. We use Teams a lot to chat to each other and guide each other through complex issues.

Being able to work mainly from home has had the most significant impact on my life outside work. Not having to commute every day has alleviated quite a bit of stress from the job and it also means that my productivity has increased because there are less distractions which has enable me to focus more clearly on the tasks at hand.

The main challenges are IT systems. These are overcome with the assistance of colleagues and our IT support service.

Any other support is provided by Team Leaders and managers who are always on hand to discuss complex cases.

Opportunities

- Who will support you through performance appraisals, and how often do they take place?
- What learning/development opportunities are available, and are you encouraged to attend?



- What type of progression opportunities are available in this role?
- Are there any relevant apprenticeships that could support my personal career development?

Team leader undertakes monthly 121's and carries out 6 and 12 monthly performance reviews. Lots of online training available on the learning hub as well as occasional in person training. There are opportunities to progress to higher levels through completing competencies.