



Day in the life of a Private Housing Officer

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. Should you have any questions or if you would like to talk about the role in further detail please contact Kane Davis (kane.davis@bristol.gov.uk) and Teresa Holgate (Teresa.holgate@bristol.gov.uk).

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?).

We are based at 100 Temple Street, Redcliffe, Bristol, BS1 6AG. It's 10 minutes away from Bristol Temple Meads Station, and buses are readily available in the near vicinity to the office building.

Parking is quite restricted near the office, however there is some on-street parking nearby, with time restrictions. There is also a large car park 3-minute walk from the office, Portwall Lane Car park. You can always check apps like "JustPark" or "Parkopedia" for real-time availability and pricing near the office.



Bike storage and showers are available in the basement. There is no cafeteria inside the building, but we do have plenty of shops nearby. Daily bite does great sandwiches, and there is a coffee shack right outside our office. The break-out area inside the building has a microwave and fridge, where you can store and eat your 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?

The full-time role is 37 hours a week. There is a flexitime scheme in place, meaning you can choose when you start and finish (core hours are 10 until 3). You can build up your flexi and take up to 2 days off per flexi period (subject to manager approval). The only day we are not able to use flexitime is when you are on rota, which ends at 5pm.

This is a remote job and many of us work from home, but there is an option to work in the office (some of us come in every day!). Once a month, we have an office day where we meet with the wider team. On the first day, equipment will be provided to get you set up to work from home, and if you have any additional needs, you can ask your line manager who will help set you up with the equipment that supports you to work to the best of your abilities.

When you start with the team you will have a buddy/mentor, who will be on hand to answer any questions you have. I found though the rest of the team were approachable and happy to assist. Remembering my first few months in this role, it was helpful to have someone more experienced available to help.

In the first week you will complete a comprehensive induction within the team, when you will meet many officers working alongside you. You should also be introduced to some of the team leaders across the service in areas such as



enforcement and licensing, to find out exactly what they do, and how your role fits into the wider service.

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?

You will be working within a team of housing officers as part of the wider Private Housing Team, where we process licence applications, maintain general administrative tasks, and contribute to the overall running of Private Housing. Your role is front-line focused, so you get the chance to interact with a wide range of people and triage a range of issues, from damp and mould queries to illegal evictions, providing essential support.

In addition to the housing officers, you will work with the customer service centre and collaborate with other units within the private housing department. Collaboration with other departments within the council is essential, as you will regularly be in correspondence with them over many different queries. Additionally, you will be monitoring our inbox and phone line (normally once a week each), working closely with the customer service contact centre to answer incoming calls from citizens who may have issues with their property or who require advice over the phone. Additionally, you will build the knowledge and skills required to directly respond to landlords and agents with questions about licence applications, and general licensing queries. The wide variety of questions, as well as the knowledge you can build up, makes this role dynamic and engaging.

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?

What I fundamentally enjoy about the role is that you know you are making a positive improvement to people's lives and living conditions. I find it's important to work in a role where you're making a difference. A typical day will involve checking and processing licences; updating records, and requesting payments. These licences ensure landlords are providing safe and humane living conditions to their tenants. On top of this, there are so many learning opportunities in the role, which has been the best way for me to develop my skills as a housing officer. The more I learn, the more interesting the work becomes. I feel as if I know my own rights as a citizen far more than I did before, which is important to me.

Our immediate team are highly knowledgeable and always happy to help; collectively we have a wealth of experience, from a variety of diverse backgrounds. The case workers and environmental health officers are also very approachable and happy to advise if you reach out to them. My biggest challenge has been getting to grips with all the legislation. If you have never worked in housing, it can seem like quite a steep learning curve. But it is interesting and keeps you on your toes!

Outside of work itself we have regular team socials, usually on our office day! There is also an Employee Assistant Programme, which offers a range of guidance on several topics, like legal advice, and counselling support. There are a lot of Staff led groups who cater on topics specific to communities or interests; for example, the Disabled Colleagues Network, and the Young Professionals Network, which make me feel like a valued part of a wider service.



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?

We receive lots of direct support from team leaders in the role; and have 1-2-1 meetings to discuss performance, progress, and general wellbeing. These usually take place approximately once every week or two when you first start the role; and as you get more experienced, this becomes once a month. We also have 6-monthly and annual performance reviews with our line manager, where we can reflect on our successes and look at areas to improve, setting goals for the future. The team leaders are incredibly supportive and are happy to meet more frequently if you need. They are always open to discussing opportunities to build your experience or offer additional responsibilities to take on to learn new skills and take on extra challenges!

There is scope to develop both within the housing officer team, and the wider Private Housing department. You can look to progress to a Housing Officer Level 2 or caseworker roles, and secondment opportunities and vacancies are sometimes available to move around within Bristol City Council. I find it's reassuring to know that I have a variety of progression options available to me in the future. I have had the opportunity to shadow members in different teams to gain insight into the wider team and determine which roles I might want to progress towards, and it's invaluable to know that this support is available.