

Job Description

Job title	Private Sector Housing Team Leader Licencing and Enforcement
Directorate	PLACE : Regeneration, Community and Culture
Division	Housing
Range	MPR 6
Reports to	Private Sector and Adaptations Manager

Main purpose of the job:

Oversee the day to day running, support and management of the Private Sector Housing and Adaptations team, deputising for the Private Sector Housing Manager as and when required.

To oversee the Council's interpretation of guidance relating to the Housing Health and Safety Rating System (HHSRS), its implementation and enforcement. To provide professional advice and guidance principally covering Housing Act 2004, other relevant legislation and good practice.

To line manage the Private Sector Housing team, undertaking performance management activities, such as 1-1s and performance appraisals.

To promote and put in place procedures and policies to integrate the private sector housing functions with other public bodies.

To oversee the development and implementation of the Council's housing initiatives, including those relating to Houses in Multiple Occupation (HMOs), HMO licensing scheme and the licensing of mobile home and caravan sites.

To continuously monitor and profile PSH budgets via the Corporate finance programme.

Oversee the team's joint working and partnerships with both internal and external partners, working collaboratively together and building sustainable relationships for the future.

To ensure the service use civil penalty, rent repayment orders and licensing fees to support the borough intelligence led approach to housing enforcement.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

< List the key accountabilities along with outcomes, commencing each with an action verb and describing what is done and why, e.g.: "Manage and develop the joint consultative and negotiation processes within the Council in order to ensure that effective employee relations are maintained". As a general guide, there should be no more than 8 accountabilities.>

- Oversee accuracy of complaint records and responses
- Oversee the collation of information with regards to FOIs.
- To oversee and be responsible for the Private Sector Housing Team.
- To carry out monthly 1-1s and regular PDRs as required by the Council.
- To record, maintain and approve all annual leave requests and sickness in line with the Council's policies to always ensure adequate staffing within the team.
- Monitoring the activities and safety of the team whilst they are on district carrying inspections/home visits. To maintain the Personal Alarm device system for the team.
 - To review all current policies on a yearly basis and keep a record of each review.
 - Assist in drafting any new policies.
 - Assist in reviewing and updating all procedures on an annual basis.
 - Ability to use the relevant IT systems
 - Ability to provide statistical and monitoring data, to outline, both the current position and timescales involved in case management of officers. Complete case reviews with officers.
 - Monitoring of service requests and allocations of cases to Officers.
 - To assist with keeping accurate budget figures for the various budgets which are held by the department. Be able to advise the Service Manager of the budget and statistical position in the absence of the department manager.
 - Maintain accurate records of equipment allocated to officers.
 - Assist in conducting reviews and developing services to achieve high-quality service provision.
 - Oversee the health and safety arrangements, compliance with relevant legislation to identify risks to keep employees safe from harm, reducing the risk of accidents and business interruptions.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.



To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Private Sector and Adaptations Team Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A suitable qualification in housing, environmental health, building surveying or equivalent practical experience
- Qualified HHSRS practitioner
- Minimum of one year experience of the full range of private sector housing in a supervisory capacity.

Level B (in addition)

- Competency certificate for the use of Ferret means testing systems and means testing regulations
 - Continuing Professional Development (CPD)
 - Undertake Management training series delivered by Workforce Development

Level C (in addition)

- A BSc or MSc in Environmental Health and be EHRB registered and/or on the CIEH Professional Register as a Chartered or Registered Environmental Health Professional
Or
- Level 3 Team Leader Supervisor Apprenticeship

Knowledge

Level A

- Comprehensive knowledge of the Housing Act 2004 and associated legislation/guidance to include but not limited to The Environmental Protection Act, Housing Act 1985, Landlord and Tenant Act 1987, Housing and Planning Act 2016, Housing Grants Construction and Regeneration Act 1996 and Mobile Homes.
 - Conversant in all relevant statutory legislation, procurement regulations and has an application of GDPR Regulations

Level B (in addition)

- Knowledge relating to the development of effective procedures and controls to support the needs and requirements of the service ensuring it acts with integrity and in accordance with relevant legislation.
 - Knowledge of case management, case progression and being in a position to sign off legal



case files in accordance with law and governance arrangements.

- An understanding of Local Authority funding and financial measures
- An understanding of budgets and Council's computer-based finance systems (or similar) in order to run financial reports for income and debt

Level C (in addition)

- Comprehensive understanding of conducting PACE interviews under caution and enforcement actions to provide support to PSH Technical Officers
- Comprehensive understanding of delivering work priorities to meet service standards and key performance indicators.
- An understanding of developing innovative solutions to promote the private sector housing functions.

Experience

Level A

- Able to demonstrate technical knowledge relating to all areas of private sector housing.
- Demonstrate ability of effectively managing and directing a team responsible for enforcing standards within private sector housing.
- Experience of case management, case progression and being in a position to sign off legal case files in accordance with law and governance arrangements.

Level B (in addition)

- Proven experience of developing and maintaining multi agency relationships and partnership relationships.
- Experience of promoting community development ie attending landlords forum and other forums, cross networking, working collaboratively and building sustainable relationships for the future of Medway.
- Experience of staff management and supervision, including setting clear objectives, recording absence, employee appraisals and reviews, and where necessary undertake performance management measures in relation to performance related matters.

Level C (in addition)

- Keeping housing conditions under review as per Medway Council Enforcement Policy
- Demonstrate an understanding of budgets and Council's computer-based finance systems (or similar) in order to run financial reports for income and debt.
- Demonstrate the ability to map out team targets in line with service plan with continued monitoring to ensure successful completion

Skills

Level A

- Proficient in the use of Microsoft office applications
- Full driving valid license for use in the UK and access to own transport for work purposes
- Demonstrable ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands.
- Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working
- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences
 - Ability to understand the Corporate complaints system and respond to enquiries appropriately
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems

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Level B (in addition)

- Demonstrable ability to carry out tasks and/or provide guidance on internal procedures, relating to employees and interpret them based on the needs of individual situations.
- Demonstrable experience of providing general information, advice and guidance on internal procedures relating to finance
 - Demonstrable ability to undertake direct responsibility for line managing others, providing direction, monitoring progress and empowering them to achieve objectives
 - Demonstrate the skills to carry out regular competency testing with officers, implementing of corrective actions and recommending potential improvements.

Level C (in addition)

- Demonstrable experience of thoroughly analysing information and reviewing of team procedures

- Organising of specialist team operations. This will involve strategic planning and coordination of services along with project managing the task to completion.
- Ability to monitor and maintain service budgets to ensure remains within budget limits



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