

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Private Sector Housing
Job Title:	Housing Standards Team Leader
Grade:	SO2
Post Number:	M514
Base/Location:	Southfields
Responsible To:	Private Sector Housing Manager
Responsible For:	Housing Standards Team
Key Relationships/ Liaison with:	Private owners, landlords and tenants, Internal and external partners in the public and private sector, Letting Agents.

Job Purpose

- To support the improvement and upkeep of housing standards and conditions in the private sector in the Charnwood Area.
- To Manage, Support and develop the Housing Standards and Private sector Licensing Teams.
- To ensure that the housing standards service is delivered smoothly and efficiently in line with policies and procedures.
- To deal with complex cases and complaints about housing standards.
- To work in partnership with internal and external services and agencies to support the delivery of the service and related policies, strategies, action plans and initiatives.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	Responsible for the day to day running of the Housing Standards service including processing and responding to complaints and enquiries about housing standards and disrepair in the private sector. Including oversight of standards on mobile home and caravan sites.
2.	Responsible for the day-to-day management of the Housing Standards Team, including training, guidance, coaching, mentoring, support, and motivation, identifying development needs, and encouraging strong team and cross-team working.
3.	Responsible for the day to day running and delivery of the private sector housing licensing schemes including mandatory, selective and additional licensing.

4.	Responsible for the day-to-day management of the private sector Housing Licensing Team, including training, guidance, coaching, mentoring, support, and motivation, identifying development needs, and encouraging strong team and cross-team working.
5.	Ensure service standards and performance targets are achieved through regular performance monitoring, collation and timely submission of performance reports and returns, and assist in the identification and implementation of corrective actions.
6.	Ensure quality and value for money in service delivery, by obtaining feedback from customers, partners, and staff, benchmarking services, and identifying best practice, and assist in the identification and implementation of service improvements.
7.	Develop, review, and implement procedure guides to support effective, efficient, and consistent service provision, in line with local and national policies and legislation.
8.	Represent the service at internal and external meetings, working groups and case conferences.
9.	Work in partnership with other agencies and individuals in the public and private sectors including tenants groups, residents groups, support agencies, letting agents, landlord groups, landlord accreditation schemes, student accommodation providers and Universities, landlords and tenants.
10.	Be a caseholder for and resolve complex complaints from tenants in the private sector as well as support the team to resolve difficult complaints.
11.	Assist the private Sector Housing Manager with the monitoring of relevant budgets, ensuring that expenditure is within approved limits and value for money is achieved.
12.	Ensure the delivery of fair and equal services to all customers, in line with Council policies.
13.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required of you, at your main place of work and at any other of the Council's establishments.
14.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore a **DBS enhanced check (without a barred list check) is an essential requirement.**

Prepared by: Private Sector Housing Manager

Date: November 2023

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	Essential	Desirable
<u>Qualifications</u>		
Level 4 certificate or equivalent in Housing, Environmental Health or a related subject.	✓	
Certified member of the Chartered Institute of Housing.		✓
Certificate in Housing Health and Safety Rating System competency		✓
Or		
Demonstrable experience identified within the section below.	✓	
<u>Experience</u>		
Significant experience of delivering Housing Standards and Housing Licensing Services.	✓	
Experience of resolving complex housing disrepair issues in the privately sector.	✓	
Experience of taking enforcement action relevant to Housing standards, including working in partnership with legal services to prepare court documents.		✓
Experience of completing inspections in line with the HHSRS (Housing Health and Safety Rating System) guidelines.	✓	
Experience of providing advice and support to landlords in the private sector.	✓	
Experience of managing staff.		✓
Experience of managing and improving performance.	✓	
Experience of managing and resolving customer complaints.	✓	
Experience of managing budgets.		✓
Experience of partnership working across the public and private sector.	✓	

	Essential	Desirable
Experience of working with individuals and organisations with conflicting priorities to reach a common goal.	✓	
Experience of using a range of IT systems and Software.	✓	
<u>Skills / Knowledge</u>		
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
Knowledge and understanding of the Housing Act 2004, ideally through practical application.	✓	
Knowledge and understanding of relevant policy developments and legislation.	✓	
Ability to use own initiative, make decisions and resolve problems with minimal supervision.	✓	
Ability to prioritise workloads to meet conflicting deadlines and achieve a range of performance targets.	✓	
Ability to demonstrate a broad range of management and leadership competencies, including supporting, developing, coaching, and mentoring.	✓	
Ability to develop, review and implement effective procedures.	✓	
Ability to research and identify best practice and embed into working practices.	✓	
<u>Interpersonal Skills</u>		
Ability to communicate effectively with customers with differing needs, colleagues at different levels and elected members.	✓	
Ability to develop and maintain effective working relationships with partner agencies.	✓	
<u>Other requirements</u>		
May be required to be available for meetings outside of normal office hours.	✓	
Ability to hybrid work and to carry out on site visits.	✓	
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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