

Job Description

POST TITLE: Licensing Team Manager

DIRECTORATE: Housing, Climate & Economy

DIVISION: Housing Strategy and Homelessness

SERVICE: Private Sector Housing

GRADE: PO8

LOCATION: Within the London Borough of Hackney

RESPONSIBLE TO: Licensing Senior Team Manager

RESPONSIBLE FOR: Up to 22 staff

PURPOSE OF THE JOB:

The Team Manager will be responsible for the effective management of staff and operations within a specific area of Environmental Health relating to private sector housing. The postholder will manage, plan, develop and monitor the operational enforcement of housing and housing-related public health legislation in the borough.

Working in conjunction with the Licensing Senior Team Manager, the postholder will provide an effective, efficient, improving, and responsive service and ensure, amongst other things, that the enforcement of legislation is fair, transparent, clear and consistent and meets enforcement concordat principles and the requirements of the Regulatory Reform (Regulatory Functions) Order 2004.

The postholder will ensure the effective delivery of the Councils HMO and Selective Property Licensing schemes.

KEY ACCOUNTABILITIES

1. Have an advanced level of knowledge and experience of housing and associated public health legislation and take a lead role for the authority in operational matters. Ensure that the authority meets its legal responsibilities and that appropriate procedures and enforcement policies are in place.
2. Be responsible for the planning, coordination and management of inspection programmes and enforcement action.
3. Develop, implement and maintain procedures and systems to ensure efficient and effective legal case preparation for Private Sector Housing. To be responsible for the security of evidence held by Private Sector Housing in the

performance of its legal duties and act as a witness for Hackney Council in relation to legal cases and for other enforcement areas as appropriate.

4. Be responsible for the deployment, maintenance and audit of equipment and other resources within the unit, including that used to gather evidence, monitor standards and provide training.
5. Assist in the development, management and maintenance of an effective IT system which meets the needs of the service and play a key role in development and implementation of the work that will enable the services to meet its e-government responsibilities.
6. Produce management information reports, including performance analysis and service review reports for cyclical and ad-hoc Committees and external stakeholders, as required.
7. Use knowledge, innovation and experience to assist in the development of a quality assured service that meets the principles of Best Value, value for money and Service First principles.
8. Represent the borough on specific areas of operational enforcement and housing policy in meetings with other enforcement agencies and statutory, national and sub-regional bodies.
9. Deputise for the borough's Head of Private Sector Housing in her/his absence & undertake any other duties commensurate with the responsibilities of the job as required by the Head of Private Sector Housing.
10. Be responsible for advising the Authority on high level complex and contentious issues in relation to private sector housing and lead on identifying and implementing strategies and initiatives to address any deficiencies identified. Secure the provision of specialist support, technical guidance and advice in the area of private sector housing enforcement as appropriate.
11. Develop local partnerships with a range of agencies to achieve corporate and national objectives.
12. Support the overall management of the service in a manner that promotes equality of opportunity and collaborative working within staff teams, ensuring that staff are aware of the requirement to deliver non discriminatory services and to promote greater equity for disadvantaged groups.
13. Ensure that the service budget is managed in line with Council standing orders and income is maximised and manage budget cost centres and exercise control in own area of responsibility to ensure use of resources is in line with council standards and delivers value for money services.
14. Put measures in place to ensure the highest standards of customer care by testing customer care and the customer's experience of the service and identify issues for management action.
15. Ensure that complaints and enquiries are dealt with effectively and on time, and that all lessons from complaints are logged and assessed. Lead on action plans to apply lessons to improve services.

16. Assist in ensuring that the requirements of health and safety legislation and the Council's relevant policies are carried out in relation to the responsibilities of the job.
17. Ensure that the Council's Standing Orders, financial regulations, equal opportunities, IIP and other relevant policies, Code of Conduct and personnel practices and procedures or other corporate rules, policies or standards are complied with and to ensure that these are applied consistently at all times in the division.
18. Ensure that the work carried out by the functions for which the post holder is responsible is in accordance with required Council standards and standing orders, legal requirements and national and local objectives and that adequate monitoring and auditing processes are in place.
19. Hold the Degree/Diploma in Environmental Health, a certificate of registration from the Environmental Health Officers Registration Board and be a corporate member of CIEH.

Person Specification

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RESPONSIBLE TO: Licensing Team Leader

RESPONSIBLE FOR: Up to 22 staff

QUALIFICATIONS AND TRAINING

- Hold a Degree or Diploma in Environmental Health or equivalent.
- Successfully completed a recognised two-day HHSRS assessors training course or willingness to do so.

EXPERIENCE

- Experience of managing a team providing administrative and technical support to a professional team working within a technical, legal and political environment.
- Track record of leading and managing a team to deliver housing services within a legal, technical and regulatory environment
- Experience in using, supporting and developing standard IT systems, applications and databases.
- Experience in writing and running reports and providing performance information using spreadsheets, word processing applications and standard databases.
- Experience in training and developing staff, with an understanding of their professional and technical development needs.
- Experience in leading on the development, implementation and evaluation of services, initiatives and partnerships.
- Experience of working in an administrative/business support team dealing with technical, legal and financial matters.
- Experience in dealing with service users in a customer facing role.
- Experience of giving presentations and/ or providing training sessions to internal and external bodies/ Officers.
- Experience of researching topics and in the preparation and writing of reports.
- Experience of allocating work and evaluating teams and individuals against objectives and producing feedback on performance

JOB RELATED KNOWLEDGE AND SKILLS

- An advanced level of knowledge and experience of private sector housing and associated relevant legislation.
- A well developed understanding of the political environment in which Private Sector Housing operates.
- Track record of effective leadership, with proven ability to provide vision and direction to individuals and teams so as to gain ownership and commitment.
- Excellent communication skills and ability to communicate verbally and in writing with individuals and groups at all levels, including chairing and servicing meetings with other organisations.
- Experience of making decisions through the analysis of relevant information and risk assessment
- Ability to motivate and empower people so as to build effective teams and relationships, trust, good morale and teamwork and will enhance the reputation of the Council.
- Experience of providing structured plans and setting clear objectives that implements strategy and drives delivery.
- Ability to manage and embed a performance management culture with a clear development focus, including translating strategic plans into practical and achievable plans.
- Ability to manage services in a manner that promotes equality of opportunity and collaborative working within teams.
- Ability to demonstrate a track record of applying strong analytical skills and laterally thinking to develop creative and innovative solutions.
- Personal and professional demeanour which generates credibility and confidence amongst customers, members, chief officers, managers, staff, external partners and all other stakeholders.
- Ability to set personal priorities, objectives and deadlines while maintaining a focus on the key service priorities and accountabilities
- Ability to acquire new skills and demonstrate a strong commitment to learning/continuous professional development for self and others Ability to represent the team and deputise for the Head of Private Sector
- Housing and skills to assess and comment on conflicting information and opinion and recommend appropriate courses of action.
- Ability to operate the IT systems in use and to identify developments in those systems to improve efficiency and effectiveness.
- Ability to motivate staff, identify training needs and develop and implement appropriate training and staff development programmes.
- Ability to programme, monitor and review the work of the team.
- Ability to establish and maintain the trust and support of immediate manager and colleagues by providing information, seeking information and advice, making proposals and adopting appropriate behaviour.
- Ability to lead investigations and report on areas of dissatisfaction with service provision and working arrangements.
- Post qualification experience of working at the highest technical level in all relevant aspects of private sector housing regulation, including responsibility for cases which are complex or have far-reaching consequences.
- Experience of assessing and selecting candidates for recruitment against specified selection criteria.
- Experience of planning, setting and updating work objectives and determining work methods to achieve objectives for teams and individuals.
- Experience of allocating work and evaluating teams, individuals and self against objectives and producing feedback on performance.
- Experience of counselling staff and implementing disciplinary and grievance procedures.

- Experience of leading meetings and group discussions, and contributing to discussions, to solve problems and make decisions, advising and informing others appropriately.

PERSONAL ATTRIBUTES

- Ability to think strategically, using innovation and experience to improve services and meet the objectives of the service.
- Willingness to take on new challenges, adapt to changing requirements, and encourage team members to embrace change.
- Strong decision-making skills with the ability to take responsibility for key operational matters.
- A team player who promotes a collaborative working environment and supports colleagues in achieving service goals.
- Proactive in identifying inefficiencies and areas for improvement, always striving for a quality-assured service that meets best value and performance targets.
- Demonstrates a customer-focused approach to service delivery, ensuring high standards of care and addressing concerns effectively.

OTHER REQUIREMENTS

- Ability to deputise for the Head of Service in their absence.
- Willingness to work flexible hours if required and to travel as necessary to fulfil the responsibilities of the role.
- A strong understanding of and commitment to the Council's Diversity & Equality, Health and Safety, and other corporate policies and standards

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.