



Housing Regulations Licensing Team Leader

Salary: Band 10 - £42,838 - £47,181 p.a.

Hours per week: 37

Location: Civic Offices, Portsmouth

Contract type: Permanent

The Service:

The fulfilment of the purpose of the service is the primary focus as should be the aim at all times:

- Provide help and advice to make homes liveable, safe and healthy.

What is the role?

You will supervise and support a team of officers responsible for the enforcement and administration of the additional HMO licensing scheme within the Private Sector Housing service for Portsmouth City Council. You will also support the Housing Regulations Licensing Manager to ensure the service complies with relevant legislation, regulations and policies, and is a high quality effective regulatory service.

We are looking for an enthusiastic, motivated, and dedicated individual with a demonstrable commitment to top quality regulatory services, with relevant qualifications and/or experience. The Council will offer appropriate support to the successful candidate in their professional development.

As a team leader the role will focus on supporting the team in the delivery of the council's enforcement and regulatory services with respect to licensing of Houses in Multiple Occupation. The role will focus upon legislative compliance supporting the Head of Service and Housing Regulation Manager in matters including:

- Ensuring that policy is clear, transparent and professionally communicated
- Development of relevant IT systems and data management
- Attendance at meetings and public forums which may be delivered to a range of customers and stakeholders
- Responding to enquiries such as Freedom of Information requests
- Working with other departments, such as Communications and Marketing, to promote and develop the service, including statutory consultations and changes in legislation
- Recruitment and training of professional officers

As a team leader, the role will also require supporting direct reports in matters including:

- Legal proceedings including prosecutions, civil and formal actions
- The use of IT systems and correct application of these
- Ensuring system thinking principles and value steps against the purpose are maintained and managed
- Provide support for direct reports regarding the day to day operations of the service
- Understanding and applying our purpose and value steps, and focusing direct reports toward this in their work
- Team development and training
- Holding team meetings and sharing knowledge
- Directly communicate with customers as needed
- The delivery and participation in service rotas

Liaising with other departments within the organisation such as Housing Needs Advice & Support, Adult Social Care, Planning, and legal services, as well as external organisations such as Hampshire Fire & Rescue, Tenant and Landlord groups. The role will require supporting direct reports in, and on occasion personally undertaking the following tasks such as:

- Receive, assess and where necessary action, customer demand relating to property Licensing
- Carry out reactive, routine or proactive visits to private rental properties and, where necessary, undertaking Housing Health & Safety Rating System (HHSRS) assessments. • Where problems are discovered with the provision of housing, working with landlords and tenants to find the best solution, always aiming to keep the tenant in their home wherever possible.
- investigate complaints in respect to statutory duties or regulations
- carry out inspections and monitoring as required to ensure that actions are undertake and outcomes are achieved
- Ensure that health and welfare of tenants is maintained in accordance with legislation and the conditions of any licence.
- Ensure that legislation and local policy regarding HMOs is adhered to, providing information on licence conditions where appropriate, and monitoring compliance with these conditions.
- Provide advice, guidance and assistance to customers contacting the service ensuring regulatory compliance through education and advice.

- Take enforcement action, where required and preparing for cases which may go to tribunal or court. On occasions this may include attending court to give evidence.
- Preparing and serving formal enforcement notices.
- Using professional judgement to make decisions on the best course of action, while dealing with potentially confrontational situations with landlords, agents, and tenants assertively.
- Commit to the continual development of the service and personal professional development.

Ways of working:

The Housing, Neighbourhood, and Building Services Directorate use systems thinking as its approach to business improvement, which informs our understanding of the role of leaders and managers. The core role of any supervisor within the directorate is to understand and act on the system of work to drive improvement.

This will include:

- Ensuring that all staff have clarity of understanding about the purpose of the service from the customer's point of view;
- Ensuring we understand customer demand
- Use of robust measures of performance to make visible the customer experience;
- Understanding the flow of work in the service to ensure we focus on what is valuable to the customer.
- Acting upon the system in response to barriers experienced by customers and staff People Management
- To motivate and inspire direct reports to continually improve, both themselves and the services they provide
- Undertake a supervisory function for the direct reports by being in the work to help the system and individuals to develop.
- Undertake a line management function for the direct reports. This includes regular 1-2-1s, team briefs and case reviews

Other responsibilities include:

- To deliver on the relevant business priorities for the service and council as required.
- To work with colleagues on the delivery of strategies, and actions in relation to private sector housing and the private rental sector.
- To occasionally work with councillors in responding to specific housing issues as well as developing, explaining and implementing policies and strategies.

Who is the person?

- It is essential that the post holder is (a) educated up to (or working towards) at least level 5 in a relevant Housing, construction or environmental health qualification or (b) ideally will have demonstrable experience in working within an enforcement team in a regulatory field.
- It is desirable that the post holder will hold (or be working towards holding) a level 6 qualification in housing, environmental health, environmental science, housing engineering or construction and has experience of, and training in, the supervision of professional officers.
- It is desirable that the post holder holds (or is working towards holding) member level CIEH membership, chartered member of the CIH or membership of another relevant body. This will include evidence of extensive continual professional development (CPD).
- For new starters without a relevant qualification. Applicants will be considered for a development role starting at band 9 and moving to band 10 when level 5 level is achieved.
- The post holder can balance a busy and varied workload with strong time management.
- The post holder will have a demonstrable knowledge of inspecting residential property and support direct reports in doing so is essential.
- The post holder will have demonstrable knowledge and experience of the Housing Health and Safety Rating system (HHSRS) and supporting direct reports in its application.
- The post holder will have knowledge of relevant legislation such as the Housing Acts, Public Health Acts, and Police and Criminal Evidence Act (PACE) to support and advise direct reports on such matters.
- The post holder will have knowledge and experience of enforcement action, including keeping accurate and detailed records, having a pragmatic approach to evidence gathering, assessing and making decisions on the best course of action and supporting direct reports in this task.
- 10.Ability to encourage and inspire good performance in the team and experience of identifying and improving poor performance.
- 11.Ideally have Experience of supervising staff, including monitoring and improving performance using data

- Has the ability to work proactively and is able to remain motivated and can motivate others, working on your own initiative in coordinating multiple tasks and leading by example.
- The post holder will be able to identify and provide advice to a range of stakeholders and direct reports on necessary property repairs and produce schedules of works with clear instructions on what works should be carried out.
- The post holder will be emotionally resilient and able to support direct reports in remaining resilient with the impact of being exposed to customer's difficult circumstances. Being able to remain professionally detached and focused even if the message you deliver involves saying no in difficult circumstances.
- Excellent communication skills. Ability to communicate clearly and concisely with different audiences at different levels, both verbally and in writing. The post holder will be competent in the use of IT systems with a good working knowledge of Microsoft Packages (to include Word, Outlook, and Excel) and databases. Also how to understand data that is presented and how it reflects the performance of the system as well as that of individual officer performance.
- The post holder will have an understanding of Systems Thinking approach in relation to the importance of applying value steps within the purpose of the service.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

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