



LONDON BOROUGH OF MERTON

COMMUNITY & HOUSING DEPARTMENT

JOB DESCRIPTION

POST TITLE: Team Manager (Private Sector Housing)

Grade: ME15

DIVISION/SECTION: Housing Needs & Strategy

Location: Merton Civic Centre

Responsible for: Enforcement Officers x 5, Technical Officers x 2, Assistant Enforcement Officers x 3, EHO x 4, Compliance / Administration Officers x 2

Responsible to: Head of Housing Needs & Strategy

Post number: TBC

Date: February 2023

Main Purpose

- 1 To lead a team of enforcement, technical and administrative staff in the provision of Private Sector Housing services to improve conditions in privately rented sector across the Borough.
- 2 Ensure effective management of a wide range of private sector housing functions, including, selective and additional licensing, and mandatory HMO licensing.
- 3 To be responsible for property inspections and enforcement of the provisions of the Housing Act 2004 and other relevant housing legislation ensuring HHSRS and licensing compliance.
- 4 To provide effective leadership of the team, setting, monitoring, and ensuring performance targets are met, and ensuring financial management targets are achieved.
- 5 To be responsible for the effective delivery of the Disabled Facilities Grant (DFG) programme and discretionary disabled adaptations services, ensuring effective implementation of the Council's discretionary Housing Assistance Policy.

Specific Duties and Responsibilities

- 1 To lead, support and develop the team responsible for enforcement action under the Housing Act 2004 and other relevant legislation, including the issue of statutory notices and/or the institution of legal proceedings where serious breaches of relevant legislation are evidenced, in accordance with the Council's enforcement policies, regulations and relevant codes of practice.
- 2 To ensure the achievement and maintenance of high professional and technical standards within the team including ensuring an up-to-date knowledge of relevant legislation, regulations, guidance, standards, and techniques to ensure that the team provides a high standard of professional advice in relation to regulatory services within the department and Council, and for elected Members.
- 3 To carry out investigations into unlawful or unsafe housing conditions and produce reports of conditions found, write letters, serve enforcement notices, and initiate legal action as appropriate. To advise and liaise with landlords, owners, and tenants, on the appropriate standards of housing and private sector housing management.
- 4 The postholder will also support and contribute to the work of the wider team in the delivery of housing regulatory and enforcement services including private sector housing and landlord licensing compliance, Inspections of licensable properties.
- 5 To ensure an effective, value for money service, achieving licensing administration and income targets are met, and to ensure licensing applications, requests, enquiries, complaints and correspondence from landlords, agents and tenants, other departments, and external agencies, are dealt with effectively and within target response times.
- 6 To lead the effective delivery of the Disabled Facilities Grant (DFG) contract, ensuring effective implementation of the Council's discretionary Housing Assistance Policy; To undertake inspections ensuring that plans and specifications are being followed correctly by contractors and the work is carried out in compliance with the Council's requirements.

- 7 To undertake certification of disabilities facilities grants and approved disabled adaptations works completed and approve payments of invoices for the DFG service supplier and contractors' programme of works.
- 8 Monitor performance against work programme targets, ensuring that service delivery objectives and performance targets are met within agreed timescales, and provide regular reports on progress to the Head of Service.
- 9 To gather evidence, interview suspects, and compile case reports where formal legal action is proposed and present evidence in court, tribunal, or hearing.
- 10 To work effectively in liaison with other Council teams including Legal Services, Planning, regulatory partners, and the police, in relation to ensuring effective case management and evidence collation for the enforcement actions.
- 11 Maintain a high level of technical and legislative knowledge in the relevant subject area, advising on new and emerging issues impacting on the service and the preparation and implementation of annual work and/or service programmes.
- 12 To ensure that services are delivered to a consistent and professional standard and in accordance with legislation, regulatory standards and Council policy and procedures.
- 13 To prepare statutory returns, respond to requests for information from Government & internal departments, other statutory bodies, internal and external auditors and to relevant Freedom of Information requests.
- 14 Ensure that communication and information technology systems and information is accurately recorded and stored in accordance with data protection requirements and Council policies and procedures and to ensure relevant information on the Council's websites is updated as required.
- 15 To develop and maintain effective partnership working with external and internal agencies & officers, providing advice in relation to matters within the specialist functional area and drafting bids for external funding where requested.
- 16 Identify and deliver individual training and development requirements having regard to the Council's learning and development programmes and policies, and supervise and mentor professional trainees.
- 17 Provide written reports on enforcement and licensing activities, and service performance, and to prepare and present committee reports relating to service delivery and performance.
- 18 To lead in the development of best practice policies and procedures by participating in internal audits, updating, and developing processes,

procedures, and standard documents to ensure a continually improving the service for customers.

- 19 Ensure the delivery of high technical and professional standards including providing high quality advice to the Council, its clients, partners, and the public.
- 20 To lead in the development of best practice policies and procedures by participating in internal audits, updating, and developing processes, procedures, and standard documents to ensure a continually improving the service for customers.
- 21 To represent Housing Needs and Strategy in corporate and departmental projects and forums and represent the Council at external strategic stakeholder forums.

ADDITIONAL REQUIREMENTS APPLICABLE TO THIS ROLE

The post holder is expected to be committed to the Council's core values of public service, quality, equality, and empowerment and to demonstrate this commitment in the way they carry out their duties. In addition they should be available to carry out such other duties, as may be required, which are consistent with the grade and scope of the post.

OTHER REQUIREMENTS

Health & Safety

To ensure that corporate and departmental health and safety policies and procedures are always implemented and to raise any concerns regarding their operation or any other health and safety matters with the appropriate line manager.

Equal Opportunities

To be aware of the council's Equal Opportunities Policy: to understand it and to adhere to it.

Customer Care

To assist in ensuring that the Council's aims and objectives relating to customer awareness are achieved.

New Technology

To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers.



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PERSON SPECIFICATION

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Responsible to: Head of Housing Strategy & Needs
Post number: TBC **Date:** February 2023

QUALIFICATIONS AND TRAINING
Degree or equivalent Diploma or in Environmental Health or a related professional qualification in licensing, such as Institute of Licensing Professional Licensing Practitioner qualification or equivalent
Membership of the Chartered Institute of Environmental Health
Certificate of Registration with the Environmental Health Officers Registration Board or equivalent
Evidence of management and leadership training
SKILLS AND KNOWLEDGE
<ul style="list-style-type: none">• Sound knowledge of private sector housing regulatory and enforcement statute and regulations, in particular the Housing Act 2004, and HHSRS, and property licensing.
<ul style="list-style-type: none">• Knowledge and understanding of the scope and role of regulatory codes of practice, the Police and Criminal Evidence Act and Regulation of Investigatory Powers Act.
<ul style="list-style-type: none">• Demonstrable ability to lead, support, and develop a team ensuring delivery of performance targets, and departmental and corporate objectives.
<ul style="list-style-type: none">• Demonstrable ability to lead and oversee complex technical casework to a high standard, ensuring successful outcomes, and compliance with regulatory and statutory provisions.
<ul style="list-style-type: none">• Evidence of ability to deliver value for money services, overseeing contract

management and achieving licensing fee income targets.
<ul style="list-style-type: none"> • Demonstrable ability to effectively manage contractor relationships, such as Disabled Facilities Grant service contractors, and maintain good relationships with private housing sector stakeholders, such as landlord organisations and representative bodies.
<ul style="list-style-type: none"> • Demonstrable ability to lead the development of best practice, policies and procedures, by maintaining up to date knowledge of legislation and sector good practice, and via participating in internal audits, and regular review of service delivery and customer feedback, to inform the continuous improvement of the service.
<ul style="list-style-type: none"> • The ability to represent the Council at regional and national forums.
<ul style="list-style-type: none"> • Good oral, written and presentation skills to produce quality reports, and provide clear and concise messages in a variety of internal and external contexts.
<ul style="list-style-type: none"> • Ability to work as part of a team and be able to deal confidently, and sensitively with colleagues. Council Members, the public and contractors.
EXPERIENCE
<ul style="list-style-type: none"> • Extensive experience as an Environmental Health Practitioner with at least two years at a senior or management level.
<ul style="list-style-type: none"> • Extensive experience of leading a service and applying the general principles of criminal law and enforcement practice, in particular, a detailed knowledge of the Police and Criminal Evidence Act and Criminal Procedures and Investigations Act
<ul style="list-style-type: none"> • Experience of leading and undertaking complex investigations relating to regulation and enforcement.
<ul style="list-style-type: none"> • Experience of leading and motivating teams to deliver excellent performance within a performance management framework and achieve departmental and corporate objectives.
<ul style="list-style-type: none"> • Significant experience of using IT systems to monitor and manage performance and ensure effective customer support and service experience.
<ul style="list-style-type: none"> • Experience in successfully managing own workload and supporting others in an environment where deadlines and conflicting priorities frequently change.

CIRCUMSTANCES

Ability to undertake visits to properties within the borough, attend court and attend strategic forums on behalf of the Council, and to attend meetings outside of normal office hours as required.

A full driving licence and access to a vehicle for work purposes.

EQUAL OPPORTUNITIES



Knowledge of and commitment to the Council's Equal Opportunities policy and an ability to implement this within the department and to ensure that it is reflected in the delivery of services.

Promotes diversity and respect for all people, recognises different needs and expectations and challenges all oppressive practices.
