

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: Senior Housing Licensing Officer	Job number: WM0504
Service Area: Housing Strategy & Residential Services	Team: Residential Services

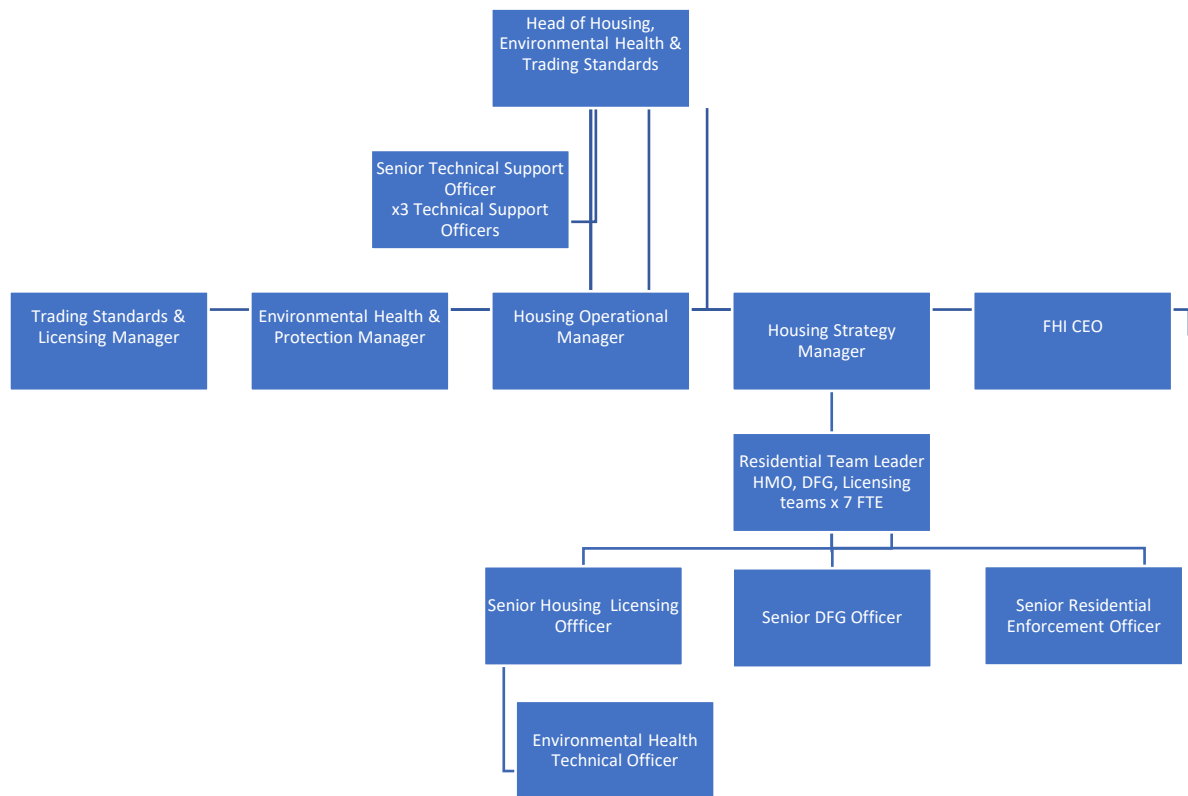
JOB PURPOSE

To deliver an efficient and effective housing licensing service, focusing on the implementation and extension of the HMO licensing regime, proactive and reactive HMO inspections and addressing the current housing cases that are already known to the service.

- Lead the Residential Services Housing Licensing approach for The Royal Borough providing technical guidance, support and expertise to the technical officer.
- Provide advice and assistance to members of the public, stakeholders and local businesses, including the investigation and enforcement of customer requests, queries and complaints
- Enforce all relevant housing and environmental health and associated licensing legislation, investigate complaints and inspect premises providing comprehensive reports/briefing where required.
- Preparation and execution of enforcement notices relating to licensing of premises
- Inspection and licencing of Houses in Multiple occupation.
- Caravan site inspections and licensing, including resolution of unauthorised encampments
- Lead officer providing technical expertise in specialist areas and providing management support to the officers in the housing licensing team
- Provide and maintain support and expertise to the wider Housing, Environmental Health & Trading Standards Services.

This post is responsible for the day-to-day management and effective performance of Housing Licensing in The Royal Borough, issuing licensing, taking appropriate enforcement and legal action in accordance with delegated authority, including preparing legal notices, undertaking works in default, carrying out PACE interviews and where appropriate giving evidence in court.

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

Service delivery accountabilities

- Implement, administer, promote and enforce, as necessary, all relevant council policies or statutory requirements designed to protect, promote or enhance residents and customers health, safety and welfare.
- Initiate and without recourse to higher authority take appropriate enforcement and licensing action in accordance with delegated authority, including preparing legal notices, undertaking works in default, the carrying out of interviews in accordance with the Police and Criminal Evidence Act 1984 and where appropriate give evidence in Court, where contraventions of environmental health legislation is suspected.
- Ensure the Council's statutory and legal responsibilities relating to unauthorised encampments of Gypsy, Roma or Travellers are efficiently and effectively discharged in accordance with the council's policies, procedures and standards.
- To promote and develop effective partnership working with other services in the council and other agencies to ensure efficient delivery of the Residential Services responsibilities and the unit services for the benefit of the residents. •
- Effectively communicate and network with other teams within Environmental Health and Housing service and wider directorates of the Council and with various outside bodies for ensuring compliance and/or consistency with relevant housing and environmental health legislation and the development and implementation of council policy.
- Actively participate in, adhere and contribute to, the Environmental Health and Housing's performance and quality management systems, enforcement policies and other policies, procedures and standards to secure the maintenance and delivery of high quality, best value services.
- To ensure individual training needs are met and professional competencies are maintained, contributing to the training and development of team members, using the resources available through the team, the unit and directorate.
- Develop and maintain an up to date, full and working knowledge on relevant environmental health, housing, public health and associated legislation and official guidance enforced by, or required of, the local authority.

- Act as the lead for allocated area(s) of specialist knowledge and advice. Including providing support and training to team members and the wider service within allocated area of specialism.
- Assist with the induction, development, coaching and motivation of staff within the team as necessary.
- Attendance at evening meetings, visits and inspections as necessary.
- Responsible for management of the Environmental Health Technical Officer including regular one to ones and appraisals.
- To assist in the production of reports for consideration by Head of Housing and other managers as required and ensure up to date policies and procedures are in place for the service.
- To develop and maintain knowledge and skills in relation to housing, tenancy, landlord and tenant.
- To provide support to the team leader in Residential Services to ensure the best use of resources across the wider team at all times – this may mean working outside of your area of expertise to ensure appropriate cover is available across the senior posts within Residential Services.

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<p>4 GCSE's including Maths & English</p> <p>Educated to A-level / NVQ Level 3 or experience in relevant field.</p> <p>Diploma (if obtained before 1993) or Degree or MSc in Environmental Health or Housing Degree</p> <p>HHSRS qualification including practical inspection and enforcement</p>	<p>Chartered Practitioner with Chartered Institute of Environmental Health (CIEH) EHORB or CIH</p> <p>Registration/Experience of budget control and monitoring.</p> <p>Experience of drafting reports, policies and procedures and of meeting deadlines</p> <p>Experience of achieving successful results and outcomes against targets.</p>	Application/Interview
Job Competence summary (knowledge, skills, abilities, experience)	<p>Demonstrate sound knowledge, technical ability and experience of HMO licensing and caravan licensing</p> <p>Strong inspection, investigation and research skills, ability to write clear concise technical reports, including preparation of evidence, prosecution reports and attendance at Court and public inquiries</p> <p>Ability to operate effectively under pressure, making autonomous decisions, plan organise and prioritise workload</p> <p>Highly motivated and committed to achieve results efficiently and effectively</p> <p>Ability to advise and influence through effective communication and leadership at all levels, including building relationships with</p>	<p>Ability to shape and to follow policies and procedures.</p> <p>Experience of taking formal legal proceedings including prosecutions</p> <p>Staff management experience</p>	Application form/Interview

	<p>businesses, partners and stakeholders in a variety of media, forums and situations</p> <p>Excellent customer care skills and ability to inspire this focus in others.</p> <p>Must be motivated and organised with a professional approach, able to effectively manage time.</p>		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Must be able to work from any Borough site as required</p> <p>Enhanced DBS check</p>	Clean driving licence	
Politically restricted post No			
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.		The competent answering of interview questions in English.