



## Role Profile

This section provides key information relating to the role.

<b>Job Title:</b>	Private Sector Housing Manager		
<b>Post No:</b>	P01342	<b>Grade:</b>	M
<b>Team:</b>	Private Sector Housing	<b>Location:</b>	Campus East
<b>Responsible to:</b>	Head of Community and Housing Strategy		
<b>Responsible for:</b>	Private Sector Housing team; PAL Accreditation Manager; Private Sector Housing Team Leaders (x2)		

### Overall job purpose:

To lead the council's Private Sector Housing team to ensure that legally required standards of private sector housing are maintained in the Borough.

To develop and implement a strategic approach to the maintenance, management, and improvement of standards of private sector housing within the Borough.

To ensure that the council's legal duties to provide mandatory disabled facilities grants and a mandatory licensing scheme for houses in multiple occupation are met.

To be a member of the Community and Housing Strategy Management Team and provide cover for the Head of Community and Housing Strategy during periods of their absence including exercising all delegated authority and responsibility assigned to that post by the Council Constitution.

**Key areas of focus:**

1.	To proactively lead and/or support the development and implementation of relevant strategies and policies, such as the Housing, Homelessness and Rough Sleeping Strategy, Private Sector Housing Assistance Policy and Corporate Business Plan, to deliver the council's objective to improve the quality of private sector homes
2.	To lead the Private Sector Housing Team in identifying relevant interventions, making decisions, and exercising critical, timely, risk based and competent professional judgement on all cases, including initiating and following the appropriate level of enforcement action through to its conclusion. Where necessary give direction and/or take decisions in respect of complex and complicated cases and investigations
3.	To lead the work of the PAL Manager and Private Sector Housing Team Leaders, ensuring appropriate support, coaching, and mentoring is in place to enable them to effectively lead and manage their teams to deliver on the council's objectives.
4.	To be the responsible officer for the revenue and capital budgets relating to the private sector housing team, including the capital budget held to carry out mandatory Disabled Facilities Grant work and other strategic projects and the private sector renewal budget.
5.	To work in partnership with external and internal council teams such as Legal Services, Planning, Environmental Health, Herts Constabulary, Herts Fire and Rescue ,Herts County Council, University of Hertfordshire to maximise opportunities to deliver better outcomes through collaboration, joint working and promotion of the service
6.	To manage and lead specific project groups and initiatives which are designed to meet the teams' objectives, engaging relevant partners and colleagues to achieve the desired outcomes, such as the Private Landlord Forum.
7.	To be cognisant of changes and issues arising within the field and ensure this information is disseminated effectively; play a leading role in the review of work practices, procedures, and policies, ensuring best quality of work; take responsibility for audit and peer review for all matters relating to private sector housing.
8.	To research and prepare technical responses on behalf of the council to relevant consultations from Central Government and other bodies; identify occasions where it is necessary for Members' views to be sought prior to consultation responses being made and research, prepare and present reports to the relevant forums; provide specialist technical advice to service users, councillors, contractors, Government Departments, other local authorities, Members of Parliament, and businesses, both local and national.
9.	To understand and maximise the external funding opportunities for delivering improvements to residents' home environments, including accessibility, thermal comfort and health and safety.

10.	To conduct staff appraisals for directly managed staff and set personal performance targets and balanced workloads; take a full and active role in the preparation of service and development plans; prepare job roles, specifications, and job adverts in appropriate areas and to be part of recruitment and selection panels as required.
11.	To lead the team in the effective development and implementation of the Council's mandatory House in Multiple Occupation Licensing scheme and the Council's risk-based programmed Houses in Multiple Occupation inspection regime.
12	To Represent the authority on forums, partnerships and multi-disciplinary working groups, as required. In particular the Hertford and Bedfordshire Housing Group
13	Oversee the delivery of advice, and run campaigns and education initiatives with stakeholders, landlords and the public to raise and improve levels of public health, safety and environmental awareness and Housing standards in the private sector
14.	To undertake the duties, responsibilities, and role of a fully authorised officer under all relevant housing statutes and personally sign relevant enforcement notices, attend court in the capacity of an advocate for the council in connection with warrant applications and similar. Identify, manage, collect, prepare, present, and defend evidence in Court (Magistrates, Crown, HM Coroner) on behalf of the council, ensuring proper precautions are put in place to maintain evidential robustness and continuity.
15.	Take the role of Disclosure Officer in such cases as may be required. Identify and take enforcement action using delegated powers including serving and signing of legal notices, seizure or detention of equipment and goods, application for the execution of warrants for work in default. Prepare witness statements, expert reports and attend court and other legal forums and hold necessary qualifications and experience to act as expert witness in connection with private sector housing matters.
16.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
17.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
18.	Any other duties that are commensurate with the level and grade of this post.

## Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria.

Criteria	Essential	Desirable	Assessment Criteria
<b>Qualifications and experience</b>			
Educated to Degree level in Environmental Health, or equivalent experience	x		AP
Chartered Environmental Health Practitioner status or equivalent experience.		x	AP
Registered with the Environmental Health Officers Registration Board		x	AP
Experience of working in private sector housing services and of relevant enforcement work in this sector, including preparing/giving credible evidence at court, tribunal, or committee.	x		AP/IN
Experience of identifying, assessing, quantifying, and managing public health and Housing risks.	x		IN
Experience in qualitative and quantitative research methods leading to the application of innovative solutions to problems where existing policies and procedures cannot or do not apply.	x		IN
Experience of project management and partnership working	x		AP/IN
Experience of leading staff	x		AP/IN
<b>Knowledge</b>			
Thorough knowledge of all technical, procedural, and legal aspects of the requirements of Private Sector Housing professional practice.	x		AP/IN
Demonstrable knowledge and understanding of qualitative and quantitative risk assessment and risk management tools	x		AS
In depth knowledge of the way other legislation impacts on the field of Private Sector Housing including Environmental Health, The Town & Country	x		AS

Planning Acts, The Building Regulations, The Environmental Information Regulations 2006, and The Freedom of Information Act.			
Knowledge of budget management	x		AP/IN
Knowledge of special needs, disability, equality, and accessible issues	x		AP/IN
Good working knowledge of Microsoft products particularly Outlook, Word, and Excel.	x		AS
<b>Skills and abilities</b>			
The ability to identify, assimilate and apply legislation, guidance, and codes of practice.	x		AS/IN
Courtroom proven statement taking, investigative, interviewing and evidence gathering skills.	x		AP/IN
The ability to manage a constantly changing set of work priorities and to make priority risk-based judgements and decisions in quick and slow time without access to support.	x		AP/IN/
Ability to find solutions to complex problems	x		AP/IN/AS
Ability to manage a number and variety of projects effectively and to time	x		AP/IN
Proven ability to communicate effectively including complex and legal concepts both verbally and in writing with the following: all levels of officer inside the organisation, elected members, all sections of the public, central government agencies and all members of the business community, including persons who are being regulated and enforced against by the post holder.	x		AP/IN
High developed persuasive skills. The ability to use persuasive skills in order to make all of the above groups choose a course of action they would rather not take.	x		AP/IN
Ability to lead/develop multi agency interdepartmental partnerships and represent the council at a wide variety of forums	x		AP/IN
Ability to manage conflict between parties and professionals and/or deal with aggressive and/or	x		AP/IN

unreasonable behaviour often in a highly stressful arena with high demands.			
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The ability to be articulate, rational, empathetic, sympathetic and tactful with good listening skills and the ability to respond to the needs of different target groups.	x		AP/IN
<b>Other attributes</b>			
Ability to travel to sites and offices in and outside the Borough	x		IN
Willingness and ability to work outside normal office hours.	x		IN
<b>Values and behaviours</b>			
Transparency, Honesty and Loyalty	X		AP/AS/IN
Solution based problem solving	X		AP/AS/IN
Candid, Direct and Open	X		
Being prepared with no surprises	X		
#One Team	X		
Pride in work	X		

**Assessment Criteria:**

**(AP) Application, (AS) Assessment, (IN) Interview**

**Our Values and Behaviours**

Our 'One Team' philosophy isn't just about carrying out the activities outlined above, it is how they are delivered by each and every one of us that matters.

We're looking for people that are happiest when they're working as part of a team. We've built a workplace that's based on respect and trust and it's absolutely essential that everyone embraces this.

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

The competencies listed below will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.

- Transparency, honesty and loyalty
- Solution based problem solving
- Candid, direct and open
- Being prepared with no surprises
- #One Team
- Pride in work
  
- Management and Leadership (for managers / supervisors roles)