

Role Profile

This section provides key information relating to the role

Job Title:	Private Sector Housing and PAL Team Leader		
Post No:	P01343	Grade:	K
Team:	Regulatory Services	Location:	Campus East
Responsible to:	Private Sector Housing Manager		
Responsible for:	Private Sector Housing Technicians x4 Environmental Health Officer		

Overall job purpose:

To hold the statutory position of an Authorised officer, Inspector, Appointed Person and other relevant statutory designations for the purpose of assisting the Private Sector Housing Manager in ensuring legally required standards of private sector housing are maintained in the Borough. To contribute to the efficient and effective performance of Private Sector Housing functions and to the achievement of statutory and local targets. To carry out all such work in accordance with statutory requirements and Council Policies and procedures.

To assist the Private Sector Housing Manager to implement a strategic approach to the maintenance and improvement of standards of private sector housing within the Borough.

To assist the Private Sector Housing Manager in identifying relevant interventions, making decisions and exercising critical, timely, risk based and competent professional judgement on individual cases, protracted investigations and projects.

To assist in the Partnership Accreditation for Landlords (PAL) scheme, helping landlords and agents to meet their legal obligations associated with letting properties in the UK. Processing PAL applications and ensuring landlords and agents comply with the Code of Practice which commits them to meeting their legal requirements and treating tenants fairly.

To supervise, as directed by the Private Sector Housing Manager, the work of the Private Sector Housing Technicians and housing officer ensuring that matters such as communication, expectation, training and development, welfare, supervision and discipline receive full and proper attention. To ensure that all service objectives, targets and service levels are understood, monitored and performed by all members of the team.

Where necessary take decisions in respect of non-complex cases and investigations referred by Private Sector Housing Technicians, bringing complex and complicated cases to the attention of the Private Sector Housing Manager, where appropriate.

To assist the Private Sector Housing Manager to implement actions arising from the Private Sector Renewal Policy

Provide cover for the Private Sector Housing Manager during periods of their absence

Key areas of focus:

1.	The role of the Private Sector Housing Team Leader is to assist the Private Sector Housing Manager in maintaining consistently high and legally compliant standards. To act as the lead covering private sector housing matters including day-to-day staffing issues. This may include representing the Private Sector Housing Manager at any Committee, management meetings or site meetings.
2.	To develop, implement and undertake inspections, to implement the Council's approach to improving housing conditions, including undertaking HHSRS assessments and taking appropriate enforcement action where necessary, including the service of notices, preparing witness statements, conducting interviews under caution and giving evidence in legal proceedings. Ensure compliance with appropriate legislation.
3.	To implement the team objectives, ensuring that all determined targets and service levels are understood, monitored and performed by all members of the team.
4.	Assist the Private Sector Housing Manager, to carry out complex proactive and reactive investigations, audits, inspections, advisory visits, surveys and special projects, as may be required. Use professional skills, judgment and experience to examine relevant options and available interventions and make recommendations to Private Sector Housing Manager about the most appropriate course of action based on the specifics of the individual case. Supervise Private Sector Housing Technicians and officers who are directed to assist with the same work. To liaise as appropriate with Housing Options and other Council teams. Together with the Private Sector Housing Manager respond to enquiries, information requests, consultations received from them.
5.	Represent the authority on forums, partnerships and multi-disciplinary working groups, by or as required in the absence of the Private Sector Housing Manager. To assist in the management of the Private Sector Housing service and in the formulation of policy and the development of service initiatives, including development of the annual service plan and other policies.
6.	Formally deputise for the Private Sector Housing Manager, as required.
7.	Undertake the duties, responsibilities and role of a fully authorised officer under all relevant housing statutes. Attend court in the capacity of a witness 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.
8.	To lead on data gathering for Freedom of Information Act and Subject Access Request responses relating to team activity and support the Private Sector Housing Manager in responding to Environmental Information Regulations requests.
9.	To interview witnesses, take statements, collect, prepare and collate evidence correctly, thoroughly, professionally and in accordance with Police and Criminal Evidence Act 1984 (PACE) and departmental procedures to prepare prosecution reports and to act as a witness in Court on behalf of the Council.
10.	Provide specialist technical advice to service users including members of the public, contractors, other local authorities, and businesses, both local and national.
11.	To implement administrative and clerical procedures required to undertake designated tasks – particularly with regards to the initial assessment of enquiries, grant and licence applications. Supervise the Private Sector Housing technical Officers to ensure compliance with the same administrative and clerical procedures.

12.	Undertake an auditable and evidence-based scheme of personal continuous professional development to ensure key knowledge and skills are kept up to date. To participate in training as may be needed for the proper performance of the job
13.	Fully participate in the council's Performance Management Scheme ensuring identified standards/targets are met within agreed timescales.
14.	To assist with the promotion of the service. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and to assist with the training and development of others, including students. Ensure that officers have the necessary competencies to perform the tasks assigned to them.
15.	Deliver 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 in the Borough, as required and directed by the Private Sector Housing Manager.
16.	Play a pivotal role in the safeguarding of vulnerable individuals, ensure appropriate safeguarding referrals are made.
17.	Assist in the provision of the appropriate level of operational and tactical support in respect of the service, and corporate, emergency plans. To manage any relevant contracts within the service area.
18.	Ensure that the Private Sector Housing Service is running as efficiently and effectively as possible, by regularly reviewing processes and working methods in order to implement improvements.
19.	Provide assistance and support to colleagues and cover in their absence as required.
20.	To respond to initial enquiries about all types of Housing Assistance Grants and Loans within the Council's Private Sector Housing Renewal Policy, and process enquiries and applications through to a suitable conclusion. To carry out inspections of works in progress, and completed works, and arrange payments to contractors in a timely manner. When necessary, provide advice and support to the Private Sector Housing Technicians undertaking these same tasks
21.	Carry out all work in accordance with statutory requirements and relevant Council policies. Observe the Council equalities and customer care policies in all aspects of employment and service provision. Be aware of, and comply with, Council policies in respect of health and safety at work. Promote equality in the workplace and in the services of the Council.
22.	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.
23.	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.
24.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
General education to GCSE standard equivalent to a minimum of A-C grade in maths and English or equivalent	x		AP
Degree Level Qualification in a relevant field Sound knowledge of one or more aspects of construction technology. Understanding of common risks associated with building defects	x	x	AP/IN
EHRB Certificate of registration with the CIEH.		x	AP/IN
Previous experience of working as an Environmental Health/Housing Technician, or in a housing or building related occupation	x		AP/AS/IN
Staff management, training and performance management		x	AP/AS/IN
Knowledge			
Current knowledge and experience of enforcing private sector housing standards and HHSRS assessment	x		AP/AS/IN
Understanding of legal processes covering enforcement work PACE, evidence gathering and similar	x		AP/AS/IN
Must be able to demonstrate an ability to undertake complex specialist / technical work and to make independent decisions without supervision on a regular basis, recognising personal limits and when to ask for assistance and support	x		AP/AS/IN
Preferably good knowledge of finances and sound budget management in order to manage the service within the budget limits		x	AP/AS/IN

Skills and abilities			
Ability to produce written documents to a high standard	x		AP/AS/IN
Working knowledge of MS packages	x		AS
The ability to communicate effectively (both verbally and in writing) with all sections of the public, peers and business community.	x		AP/AS/IN
Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations.	x		
Ability to manage own workload and meet statutory deadlines, often requiring rapid re-prioritisation of workload with an understanding of legal processes governing enforcement work.	x		AP/AS/IN
Supervisory/management skills to manage and motivate a team in order to achieve performance targets.	x		AP/AS/IN
Other attributes			
To hold a full driving licence valid in UK and have access to a motor vehicle	x		AP/IN
Willingness and ability to work outside of normal office hours	x		AP/IN
Able to understand and have a commitment to relevant Council Diversity and Equality policies.	x		AP/AS/IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

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.

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