

**ROYAL BOROUGH OF GREENWICH**

**JOB DESCRIPTION**

**JOB TITLE:** PRIVATE HOUSING (SINGLE HOUSEHOLD) TEAM LEADER

**DIRECTORATE:** HOUSING & SAFER COMMUNITIES

**DIVISION:** COMMUNITY SAFETY & ENVIRONMENTAL HEALTH

**SECTION:** PRIVATE HOUSING & ENVIRONMENTAL HEALTH STANDARDS

**GRADE:** PO6

**REPORTING TO:** PRIVATE HOUSING STANDARDS STRATEGIC OPERATIONS  
MANAGER

Purpose of Job:

To be responsible for:

1. Leading and managing a team comprised of Environmental Health Officers, Technical Officers, and other allocated staff within the single household dwellings enforcement function.
2. Overseeing enforcement activity and casework relating to privately rented single household dwellings to ensure properties meet required housing standards and comply with relevant legislation.
3. Developing and implementing strategies to improve housing conditions and promote landlord compliance across the borough's single household sector.
4. Engaging effectively with key stakeholders, including tenants, landlords, managing agents, and community representatives, to support enforcement objectives and resolve housing-related concerns.
5. Ensuring the effective application of housing legislation and local authority policies related to single household accommodation, including proactive and reactive interventions, and appropriate use of enforcement powers.

Manages up to 10 directly managed staff.

Main Duties:

1. Lead the operational delivery of property standards enforcement and complaint resolution for single household accommodation, ensuring compliance with relevant housing legislation, including the Housing Act 2004, associated regulations, and Council enforcement policies.

2. Manage, direct, and develop a team of officers responsible for carrying out inspections, investigating housing conditions, enforcing legal requirements, and responding to complaints relating to privately rented single household dwellings.
3. Ensure timely and effective service delivery, particularly in response to statutory complaints and proactive inspections, in line with policy and legal requirements.
4. Support a data-driven, intelligence-led approach to private sector housing enforcement, improving standards through enforcement, education, and advice, with a focus on single-family dwellings.
5. Monitor and evaluate staff performance, optimise allocation of resources, and contribute to service development. Produce performance reports tailored to different stakeholders (e.g. senior managers, portfolio holders, public).
6. Remain current on relevant housing legislation and guidance, particularly relating to property conditions, overcrowding, disrepair, and statutory nuisance. Act as the Council's subject matter expert on single household enforcement matters.
7. Supervise officers in investigating and resolving complaints, conducting property inspections, and taking proportionate enforcement action where breaches of housing legislation are identified.
8. Review reports and evidence of non-compliance and determine appropriate action, including recommendations to senior officers where required. Represent the Council in legal proceedings, tribunals, and public forums.
9. To carry out investigations/inspections and enforcement duties, particularly those of a complex nature, as necessary. To include response to, and investigation of complaints and enquiries on matters relevant to the lead area of specialism and team.
10. Oversee legal processes and enforcement actions, including service of statutory notices, enforcement notices under the Housing Act 2004, and preparing witness statements, schedules, and evidence for court or tribunal.
11. Draft briefings, reports, and responses to elected members and senior leadership. Attend committees and working groups as needed.
12. Liaise with landlords, agents, tenants, and external partners, promoting responsible letting practices, supporting conflict resolution, and ensuring compliance with legal obligations in single household properties.
13. Assist in budget preparation and control, particularly in relation to enforcement actions, commissioned works, and cost recovery under housing legislation.
14. Represent the Head of Service or Operations Manager as required, including acting under delegated powers or attending hearings and committees on their behalf.
15. Contribute to service contracts, including drafting and reviewing specifications and tender documents for housing-related works or consultancy services.
16. Contribute to the development of housing strategy, with a focus on disrepair, illegal eviction prevention, and improving the condition of single household rented homes.
17. Identify and support training needs for the team and wider stakeholders; design and deliver training sessions to raise awareness of housing standards and enforcement procedures.
18. Participate in recruitment, performance, and conduct management, including involvement in grievance and disciplinary processes where required.
19. Support the development and implementation of IT systems, using them to enhance service delivery, monitor workflow, and maintain accurate records.
20. Prepare and submit statutory returns and data reports related to housing enforcement, disrepair complaints, and compliance monitoring.
21. The post-holder may be required to work out of hours either on an emergency basis or in the carrying out of general duties required to deliver Private Housing & Environmental Health Standards functions.

22. Participate on the Private Housing and Environmental Health Standards out of hours rota including but not limited to participation on the Science and Technical Advice Cell (STAC) function for the Royal Borough (every 1 in 6/8 weeks).
23. Uphold the Council's policies on Health & Safety, Equalities, Customer Service, and Environmental Sustainability in the discharge of all duties.
24. Undertake any other duties relevant to the post, appropriate to the grading and responsibilities.
25. Participate in continuing professional development, including undertaking training funded through the Council's Apprenticeship Levy as relevant to the post.
26. Ensure compliance with all relevant legal frameworks, including Data Protection, GDPR, and safeguarding requirements.
27. Promote and embody the Council's values, including fairness, respect, and accountability in service delivery.
28. Ensure business continuity and emergency preparedness, briefing team members on their roles and responsibilities in emergencies.
29. Undertake formal investigations, hearings, or appeals related to employee conduct or performance as per Council HR policy.
30. Provide mentoring and development opportunities to junior staff including apprentices, graduates, or officers in development roles.
31. This post is subject to a DBS check (adults' barred list) and will be recruited through Safer Recruitment protocols.
32. Provide day-to-day supervision of officers, including performance appraisals, case reviews, and support on complex matters.
33. Flexibility in duties may be required, including transfer to another team or service in response to organisational needs, emergencies, or changes in legislation or policy.

## Person Specification

<b>Job Title</b>	PRIVATE HOUSING (SINGLE HOUSEHOLD) TEAM LEADER
<b>Grade</b>	PO6
<b>Service/Section</b>	PRIVATE HOUSING & ENVIRONMENTAL HEALTH STANDARDS
<b>Directorate</b>	HOUSING AND SAFER COMMUNITIES

**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

<b>Criteria</b>	<b>Essential/ Desirable</b>
<b>Knowledge</b>	
Demonstrable in-depth knowledge derived from extensive experience as a housing professional, including a strong understanding and appreciation of private sector housing, property conditions within single household tenures, relevant regulatory frameworks, and property standards.	E
A relevant qualification, and member of a relevant professional recognised body (Example. Chartered Institute of Environmental Health, Chartered Institute of Housing)	D
<b>Skills and Abilities</b>	
Ability to understand, describe and present evidence-based reports, analyse and interpret financial and non-financial information and make policy recommendations and decisions.	E
Possess a full driving licence and have daily access to a vehicle suitable for council business and be willing to use council vehicles in the course of your duties where there is joint staffing of RBG's response vehicles.	E
Produce written guidance on matters within the post holder's knowledge, expertise and professional competence. Including, interpretation of legislation and applicability as well as implementation of compliance codes, best practice and working procedures/protocols.	E
Ensure the management of all high-risk cases within priority deadlines, and respond to complaints, correspondence and enquiries within corporate deadlines.	D
Excellent understanding of the service areas and have the skills and ability to motivate, develop, coach/ mentor, and manage, within an	E

<p>equal opportunities and customer focused framework, the performance of a varied team of officers at different levels of experience. Set and monitor targets and appraise performance, dealing where necessary, with unsatisfactory performance.</p> <p>The ability to set up and develop partnerships and networking arrangements with other council departments, other local authorities, the police, community groups to mutual benefit.</p>	<p>D</p>
<p><b>Experience</b></p>	
<p>Experience in delivering a specialised area of work relevant to the inspection, management, and enforcement of privately rented single household dwellings. Demonstrated ability to address property conditions, enforce statutory requirements, and work with landlords, agents, and tenants to ensure compliance with housing standards.</p> <p>Experience of assessing reports for evidential adequacy, making recommendations as to the most appropriate course of action, and preparing legal or enforcement documentation for use in court, tribunals, or internal panels.</p> <p>A track record of identifying, initiating and implementing service improvements and the ability to introduce new systems, measure their effectiveness and develop tangible outputs.</p> <p>Experience dealing with external agencies to deliver positive outcomes for local people.</p>	<p>E</p> <p>E</p> <p>D</p> <p>D</p>
<p><b>Equal Opportunities</b></p>	
<p>Understanding of and commitment to the Council's equal opportunities policies, AND commitment to achieving the Council's staff values and customer care, and ability to put into practice in the context of this post.</p>	<p>E</p>