

**ROYAL BOROUGH OF GREENWICH**

**JOB DESCRIPTION**

**JOB TITLE:** HOUSES IN MULTIPLE OCCUPATION (HMO) TEAM LEADER

**DIRECTORATE:** HOUSING & SAFER COMMUNITIES

**DIVISION:** COMMUNITY SAFETY & ENVIRONMENTAL HEALTH

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

**GRADE:** PO6

**REPORTING TO:** ENVIRONMENTAL HEALTH OPERATIONS MANAGER- PRIVATE HOUSING

**Purpose of Job:**

To be responsible for:

- i. a team comprised of Environmental Health Officers and Technical Officers and other staff as allocated:
- ii. Leading and managing the HMO enforcement team to ensure high standards of housing conditions and compliance with licensing requirements
- iii. Developing and implementing strategies to improve standards in HMOs across the borough.
- iv. Stakeholder engagement and community liaison in respect of issues associated with HMO's
- v. Ensuring effective enforcement of housing legislation and local policies relating to HMOs.

Manages up to 6 directly managed staff.

**Main Duties:**

- 1) Lead the operational delivery of HMO licensing, inspections, and enforcement activities. Ensuring compliance with relevant legislation, including the Housing Act 2004, the Management of Houses in Multiple Occupation (England) Regulations 2006 and local licensing schemes.
- 2) To be responsible for the management, direction and development of a team of staff, including determining and setting priorities, analysing changes in patterns of workload and allocating work accordingly, setting and ensuring the achievement of standards or performance in conformity with relevant legislation and departmental policy.

- 3) To ensure service delivery within timescales set out in policy and procedures; to include the timely intervention and inspection of HMOs following receipt of a service request through proactive enforcement of legal requirements as necessary.
- 4) Support an intelligence led data driven approach to housing enforcement working collaboratively to improve quality and safety of privately rented accommodation through a range of interventions, including enforcement, education and advice.
- 5) To monitor the performance of staff within the team, review the allocation of staff and resources to optimize customer experience and improve service delivery. Provide performance information as appropriate to the Operations Manager and Head of Service, this will include maintaining a monitoring and reporting strategy. The frequency and nature of the reporting will be appropriate to the intended audience (eg Public, landlords, senior management and portfolio holders).
- 6) Manage the resources and equipment of the Houses in Multiple Occupation Team including the distribution, calibration and use of specialist equipment and Personal Protective Equipment.
- 7) To keep abreast of all relevant legislation and guidance, in particular that related to HMO's and tackling rogue landlords and as necessary to research and interpret legislation and to advise and support the team on this. Develop and maintain policies, procedures and performance indicators to monitor service delivery and outcomes. Act as the Council's subject matter expert for HMOs.
- 8) To supervise and support officers in investigating complaints, conducting inspections, and taking enforcement action where necessary.
- 9) To receive and evaluate reports of contraventions of licensing conditions at HMOs and determine the action to be taken including as necessary recommendations to the Operations Manager and the Head of Service in accordance with the scheme of delegation in force. To represent the Council at tribunals, court proceedings, and public meetings as required.
- 10) 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.
- 11) Be responsible for the legal processes within this post's responsibilities including a robust enforcement ethos, scrutiny, review and approval of officers delegated powers
- 12) Prepare reports, briefings, and responses to elected members and senior management. Attend committees, working parties, etc. as necessary.
- 13) Liaise with landlords, tenants, and external agencies to promote good housing management and resolve disputes. Provide expert advice and guidance on HMO standards, licensing, and enforcement to internal and external stakeholders.
- 14) Assist the Head of Service and the Operations Manager in relation to the service budget by a) identifying need and contributing to the collation of budgetary

information, b) assisting in the preparation of budgetary expenditure, c) monitoring and controlling expenditure.

- 15) Represent the Head of Service and Operations Manager as and when required, including acting for the Council under delegated powers and giving evidence in legal proceedings and Public Enquiries, and attendance at committees.
- 16) As appropriate, approve specifications and tender documents for contracts and negotiate on variation orders and specifications with consultants, contractors and supervising officers in accordance with standing orders.
- 17) To contribute to the development of housing policy and strategy, particularly in relation to the private rented sector.
- 18) To review, identify and make recommendations on training needs on issues relating to the team's area of activity and the lead area of responsibility, and to undertake training as necessary; to devise and provide training to staff in other directorates and outside bodies where appropriate.
- 19) To participate in recruitment and selection procedures and respond to industrial relations and conduct issues and those relating to career development matters.
- 20) To contribute to reviews of the IT requirements of the service and assist in ensuring the effective and efficient planning and implementation of computer systems and procedures. To input and retrieve data from computer systems in accordance with agreed guidelines.
- 21) To prepare and submit statistical and other returns (to government departments, professional institutions, etc.) on matters relating to the lead area of service.
- 22) In discharging the duties of the post to have due regard to the provisions of the Health and Safety at Work Regulations, the Council's Customer Care, Environmental and Equal opportunities and other policies.
- 23) To undertake any other work appropriate to the level and general nature of the post's duties.
- 24) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 25) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 26) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 27) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency."

- 28) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 29) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.).
- 30) This post requires an Enhanced DBS with an adult's barred list and will be supported by Safer Recruitment tools
- 31) To undertake supervision/management of staff as and when required.
- 32) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of post to which postholder normally reports:

**ENVIRONMENTAL HEALTH OPERATIONS MANAGER- PRIVATE HOUSING**

## Person Specification

<b>Job Title</b>	HOUSES IN MULTIPLE OCCUPATION (HMO) TEAM LEADER
<b>Grade</b>	PO6
<b>Service/Section</b>	PRIVATE HOUSING & ENVIRONMENTAL HEALTH STANDARDS
<b>Directorate</b>	HOUSING AND SAFER COMMUNITIES

**Method of Assessment:** AF= Application Form, T = Test, P = Presentation, I = Interview

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

Criteria	Essential/ Desirable
<b>Knowledge</b>	
Demonstrable in-depth knowledge derived from being a housing professional, including understanding & appreciation of private sector housing, HMOs and relevant licensing provisions, legislation and 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. (AF)	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

<p>Excellent understanding of the service areas and have the skills and ability to motivate, develop, coach/ mentor , and manage, within an 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>E</p> <p>D</p>
<b>Experience</b>	
<p>Experience of the delivery of an area of work relevant to the inspection, management and enforcement of HMOs including use of management regulations and the Housing Act 2004</p> <p>Experience of assessing reports for evidential adequacy, making recommendations as to the most appropriate action and preparing legal documents for court, committee, tribunal etc. Represent the council in legal proceedings or other formal processes such as public enquiries and committees. (AF/I)</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>.</p>	<p>E</p> <p>E</p> <p>D</p> <p>D</p>
<b>Equal Opportunities</b>	
<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. (AF/I)</p>	<p>E</p>