

Job Description and Person Specification

Enforcement Intelligence Officer

Job Details	
Grade	5
Service	Safer Housing and Communities
Location	One Friargate
Job Evaluation Code	C6069D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Under the general direction of the Safer Housing Team Manager and/or HMO Licensing and HMO Enforcement Team Managers:</p> <p>Deliver a high-quality Enforcement Intelligence service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.</p> <p>Support the enforcement of all relevant legislation administered by the section.</p>

Main Duties & Key Accountabilities
Investigate activities over a range of legislation by gathering, recording and analysing data and information about business activities and provide assistance to the Safer Housing and HMO Team Managers and other Officers conducting enforcement investigations
To act as a point of contact for people who wish to provide the Safer Housing and Communities Team with intelligence about specific dwellings, landlords, organisations, businesses and/or individuals.
To establish strong and effective working relationships with a wide range of intelligence sources and enforcement agencies, in order to build up an accurate and comprehensive intelligence picture which identifies potential suspects and housing related criminality.
Assist with the presentation of graphic and written presentational material in a variety of formats
Update and compile computer and other records produce detailed written reports on statistics and the outcome of investigations as required.
Responsible for the orderly storage and security of files, records, evidence and equipment.
Maintain technical, testing and inspection equipment.
Liaise with a range of internal and external stakeholders in the investigation of complaints and infringements of Housing and Property Licensing law.
Keep up to date with legislation changes.
Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
When required, to assist with the preparation of documentation and evidence for interviews under caution.
To participate in interviews under caution and, when needed, attend Court and Tribunals to provide evidence in support of criminal prosecutions and the imposition of civil penalties.

To gather when required, financial intelligence about an individual or entity to assist in housing enforcement activity, particularly in connection with Housing Enforcement and Property Licensing.
To actively encourage members of the public and other stakeholders to provide the Safer Housing and Communities Team and other Council Teams and Services with information about the way in which properties are being managed, used or maintained, in order to help the Council to identify, investigate and prosecute offences under the Housing Act 2004 and other legislation.
To regularly provide and on request, reports and briefings on a wide range of issues relating to the collection and evaluation of intelligence and the identification of potential suspects.
To develop and maintain close working relations with other services and organisations, and to work proactively with them in order to facilitate the flow of information, encourage co-operation, improve housing conditions and tackle criminal, rogue and irresponsible landlords.
To create and maintain accurate computer records on all aspects of intelligence work, to ensure compliance with agreed reporting arrangements and provide Management with the information it needs to monitor performance in accordance with Council policy and current legislation.
To enter information and data onto the Council's IT system in an accurate and timely manner, ensuring that all assigned reports have a clear audit trail of decision making, together with an electronic record of all correspondence.
To ensure that key areas of performance, agreed in consultation with the Head of Safer Housing and Communities and the Safer Housing and HMO Team Managers are monitored and the results reported regularly in the agreed format.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External :	Tenants Residents Landlords Agents Key Stakeholders eg. Police, Fire and Rescue Service, MP's	Internal:	All service areas Members

Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Knowledge of legislation in relation to Housing, or enforcement law within a Local Government framework
Knowledge	Knowledge of Housing and Property Licensing activities as it relates to enforcement
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing an enforcement function.
Knowledge	Good working knowledge of specialised IT systems that support enforcement activity
Skills And Ability	Able to receive and record information accurately and to write reports following complaints, investigations or projects
Skills And Ability	Good listening skills and the ability to impart information to traders and consumers clearly and sensitively
Skills And Ability	Able to analyse basic statistical and mathematical information to produce reports or charts
Skills And Ability	Well organised with the ability to follow quality procedures, having an accurate and methodical approach to work.
Skills And Ability	Able to maintain technical, testing and inspection equipment

Skills And Ability	Ability to work as part of and contribute to the effective work of the team
Skills And Ability	Be proficient in the use of IT packages
Skills And Ability	Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative with minimal supervision.
Skills And Ability	Confident and assertive, with the ability to take appropriate action, including giving evidence in court, and to cope with conflict situations
Experience	Prioritising workloads and meeting deadlines.
Experience	Report writing or providing other detailed written analysis
Experience	Experience of working with customers
Experience	Experience of researching, analysing and reporting high quality intelligence and data
Qualification	GCSE English and Maths – Grade C and above
Qualification	A levels or Diploma would be beneficial.
Special Requirements	May be required to work outside office hours
Special Requirements	Willingness to undertake any necessary formal training
Special Requirements	May be required to travel in the course of duties

Declaration			
Reviewed/Created By:	Adrian Chowns		
Job Title:	Head -Safer Housing & Communities	Date:	February 2025