

Job Description and Person Specification

HMO Licensing Team Manager

Job Details	
Grade	9
Service	Safer Housing and Communities
Location	One Friargate
Job Evaluation Code	A5746

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

Under the general direction of the Head of Safer Housing and Communities:

- Responsible for the day to day management of the HMO Licensing Team
- To lead on and deliver a high-quality HMO Licensing Team in such a way as to provide quality customer focused services that contribute to the achievement of the City Council's vision and objectives for a growing and sustainable city.
- To act as the principle technical advisor and expert on HMO Licensing to ensure strategic delivery of the service in line with national, regional and local policies.
- To deputise where necessary for the Head of Safer Housing and Communities

Main Duties & Key Accountabilities

To manage, motivate and lead staff in the day to day operations to ensure the provision of an excellent HMO Licensing service to businesses, landlords, tenants, applicants, residents, community groups, amenity groups and other interested parties and customers.

To act as the Council's principal technical advisor and expert on HMO Licensing providing an intelligence led approach and legal compliance; and to instruct the Council's legal services in respect of enforcement action, prepare evidence and represent the Council at appeals, court cases and other public hearings arising from the works of the service.

To lead the Council's response on complex and sensitive cases relating to HMO Licensing.

To provide input into relevant committee and Member meetings such as Licensing and Regulatory Committee, Cabinet, Cabinet Member Meetings and Scrutiny Board and to provide technical support to the Chair of Committee, Cabinet Member and the Corporate Leadership Team.

To develop, promote, present and contribute to corporate and local policies and strategies in line with national and local political priorities and statutory controls, implementing and reviewing such policies to ensure that they are kept up to date

Budget responsibilities including monitoring of income and expenditure, authorising payments, forward planning and review including maximising income generation and cost recovery.

To develop and implement innovative and effective procedures for improving service delivery and cost efficiency in both statutory and non-statutory parts of the service.

To work with internal and external partners to ensure consistent cross boundary policies and implementation proposals are agreed and represent the Council at National, Regional and local partnership events.

To lead the development and delivery of a quality private rented housing sector through proactive partnership working to introduce appropriate licensing schemes, landlord incentives, and robust enforcement mechanisms.
Responsible for the performance management of the section, meeting published service targets and objectives within a continuous improvement framework and achieving customer service standards as required.
To implement a quality / performance management system and lead of customer satisfaction ensuring all service complaints are dealt with in accordance with corporate procedure.
Interview alleged offenders and witnesses under PACE as required.
To make delegated decisions in line with the Council's scheme of delegation.
Recruit, manage and develop staff ensuring staff are equipped, trained and motivated to deliver the services required of them.
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.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Landlords Agents Tenants Residents	Internal:	Councillors MP's Senior Managers Other service areas

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

- Environmental Health Officers
- Licensing Team Leaders
- Compliance Officers
- Property Licensing Assistants

Person Specification

Requirements

Knowledge	Substantial knowledge of Environmental Health, with particular emphasis on HMO licensing and housing licensing regulations and policy.
Knowledge	Knowledge and understanding of the local government structure and political framework.
Knowledge	Knowledge and understanding of the statutory requirements and good practice in relation to service related matters.
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing an HMO licensing function.
Knowledge	Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence.
Skills And Ability	Leadership / management skills to manage and motivate a team of professional and technical staff in order to achieve service objectives in agreed time constraints effectively and efficiently.

Skills And Ability	Ability to act as the lead officer ensuring compliance and enforcement within the HMO Licensing Legislation and ancillary legislation.
Skills And Ability	Ability to undertake high level and complex negotiations with service users and other interested parties to ensure the Council's policies are met.
Skills And Ability	Effective presentation of information and advice, and defence of the Council's policies and actions at Committee, in meetings and with the public, and at national and regional groups / meetings.
Skills And Ability	Assessment and evaluation of complex proposals in line with policy, legal and other material considerations.
Skills And Ability	Able to develop and maintain effective partnerships both internally and externally and the ability to lead on the development and implementation of strategy and action to secure improvements in private rented sector and in neighbourhoods.
Skills And Ability	Well-developed communication skills for a range of audiences and mediums.
Skills And Ability	Must be able to manage and prioritise workloads to ensure agreed deadlines are met together with experience of developing and maintaining performance management systems
Skills And Ability	Able to write clear concise reports and to make recommendations on complex issues to senior personnel including Directors and Elected Members
Skills And Ability	Able to demonstrate influencing, persuading and negotiation skills with a range of stakeholders
Skills And Ability	Be proficient in the use of IT and its application to the service
Skills And Ability	Ability and experience of identifying, developing and maintaining business opportunities, partnerships and client relationships in a manner that secures work for the service.
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.
Experience	Experience of working in a political environment with an awareness and appreciation of the non-technical issues that influence decision making.

Experience	Experience of working in a relevant Housing Enforcement or Property Licensing environment.
Experience	Experience of dealing with complex and sensitive issues, making robust and defensible decisions on legal and technical housing enforcement matters.
	Experience of managing employees, projects, resources and budgets including budget profiling and cost recovery.
	Experience of partnership working
	Experience of managing organisational change and reducing the cost of operation.
	Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
	Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
Qualification	Degree/Diploma in Environmental Health, Housing or relevant Science based degree.
Qualification	Member of relevant professional body or eligible for membership
Qualification	Management skills training
Special Requirements	<ul style="list-style-type: none"> • May be required to work outside office hours • May be required to travel in the course of duties • Willingness to undertake any necessary formal training

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