

Job Description and Person Specification

Compliance Officer (HMO Licensing)

Job Details	
Grade	6
Service	Safer Housing and Communities
Location	One Friargate
Job Evaluation Code	A5914

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 HMO Licensing Team Manager:</p> <ul style="list-style-type: none"> • Deliver a high-quality customer service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city. • Lead, manage and develop support to provide a comprehensive, flexible and high quality service to Landlord's, Tenants and Residents operating and living in Houses in Multiple Occupation in Coventry.

Main Duties & Key Accountabilities
Develop and promote compliance services to ensure the effective delivery of a high quality service to customers with the objective of continuous service improvement.
Oversee the response to electronic, telephone and public enquiries, regarding HMOs and other relevant enforcement matters, including dealing with more complex enquiries personally.
Engage with all customers and develop materials that improves accessibility to assist customers in the understanding of HMO licensing requirements in an enforcement setting
To monitor and review performance of the service area to ensure performance standards in relation to HMO licensing are being achieved.
Updating, monitoring and maintenance of the HMO licensing compliance ensuring the expenditure of monies is in line with the requirements of the legal provisions.
Responding to and investigate all enquiries relating to HMO licensing compliance in HMO residential situations.
Manage and monitor all customer complaints relating to service delivery, ensuring they are processed in line with corporate systems.
Working with the Finance Team to ensure the effective collection of civil penalties in line with the Council's adopted policy.
Assist with the presentation of graphic and written presentational material in a variety of formats
Develop and adapt the division's computerised databases to aid the effective and efficient management and administration of the HMO compliance service and provide support and training to staff
Develop the IT systems to promote best practice and ensure consistent approach with practices and procedures and operational plan targets.
Maintain and develop the key computer systems and represent the division on corporate computer initiatives, including upgrading of systems
Assist the HMO Licensing Team Manager with the interpretation and dissemination of all changes to legislation affecting the HMO Licensing and HMO Enforcement Teams
Oversee the presentation of graphic and written presentation material in a variety of formats including but not limited to: presentations to members and senior officers, consultation events, public meetings, and website
Be proficient in the use of IT systems to ensure appropriate records and files are maintained, develop, adapt and upgrade the computerised databases to aid the effective and efficient management and administration of the service within corporate objectives and provide support and training to staff.
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:	Tenants Residents Landlords Agents Key Stakeholders eg. Police, Fire and Rescue Service, MP's Government Departments	Internal:	All service areas Members

Standard Information
<p>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.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Good knowledge of relevant IT systems that support ongoing office activity and of specialised systems that support technical activity
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing a HMO licensing service in an housing setting

Knowledge	Working knowledge of HMO legislation, policies and procedures.
Knowledge	A basic knowledge of Housing legislation and policies and procedures.
Knowledge	Good knowledge of customer care.
Skills And Ability	Skills for developing, maintaining and adapting computer systems
Skills And Ability	Excellent communication skills to deal with a wide range of people, internal and external to the Council
Skills And Ability	Excellent literacy and numeracy skills to produce a variety of coherent and accurate correspondence eg reports, letters, spreadsheets
	Effective time management skills to enable personal workload prioritisation.
	Ability to investigate non-compliance and enforce legislation.
	Ability to gather and present reports, statements and evidential material in a methodical and detailed way.
	Be proficient in the use of a variety of IT packages
	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 HMO licensing, enforcement or relevant regulatory service dealing with complex cases
Experience	Experience of marketing, promoting, and delivering advice and assistance services
Experience	Experience of using computer databases (general and specialised), and Microsoft packages such as powerpoint, excel, word and outlook
	Experience of developing processes and systems to respond to change and ensure the delivery of an efficient and effective professional service.
Qualification	Degree (or equivalent): or substantial experience of working within a HMO Licensing or relevant Regulatory function within Local Authority
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 25