



Coventry City Council

Job Description

Job Title:	Senior Housing Enforcement Officer	Job Number:	C6167D
Service:	Streetscene and Regulatory Services	Post Number:	
Location:	City Centre	Grade:	7

Job Purpose:

Under the general direction of the Property Licensing and Housing Enforcement Manager:

1. Be responsible for the day to day management of the Housing Enforcement Team
2. Provide leadership, motivation and supervision to the Housing Enforcement Team and deliver a high quality housing enforcement service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
3. Deputise where necessary for the Property Licensing and Housing Enforcement Manager.

Main Duties and Responsibilities:

1. To manage, motivate and lead staff in the day to day operation of investigating housing enforcement complaints in accordance with the statutory guidance and agreed policies and procedures, and undertake processing of any complex cases where necessary
2. Maintain a high level of specialist knowledge of housing legislation in order to deputise for the Property Licensing Manager and contribute towards service and policy development.
3. Supervise and co-ordinate the duties of the Housing Enforcement Officers, ensuring service objectives are met and to ensure targets are met and multi agency operations are conducted by the team where necessary.
4. Support the Property Licensing and Housing Enforcement Manager in contributing to the review of policy and practice across the service area; developing services within a framework set by local political priorities and national political and statutory requirements, consulting with service users and stakeholders on the development of these services as required.
5. Review case files produced by the Housing Enforcement Officers and ensure there is sufficient evidence for formal action. To ensure that investigative work follows the required legal process and liaise with the City Council Solicitors in relation to subsequent legal action.
6. Foster and develop partnership working with national, local public, private and third sector organisations in order to more effectively deliver our service.
7. Authorise and supervise work in default, including drafting work schedules, site supervision and monitoring of payments.

8. Monitor quality and performance management ensuring customer satisfaction and investigate and respond to service complaints in line with corporate procedures.
9. Recruit, manage and develop staff in line with corporate procedures to ensure staff are equipped, trained and motivated to deliver the services required by them. Manage sickness absence, performance and capability effectively in line with corporate procedures.
10. Provide detailed reports of service performance and development.
11. To prepare and present reports and provide input into relevant committee and member meetings and to provide technical support to the Chairs of Committee, Cabinet Member and Senior Officers.
12. Support the Property Licensing and Housing Enforcement Manager in monitoring income, forward planning and review including maximising income generation and cost recovery.
13. Represent the service area at public meetings, forums etc, give talks and lectures on the services provided as required and be able to present using various mediums.
14. Respond to media enquiries and be proactive, as necessary.
15. Interview alleged offenders and witnesses under PACE as required.
16. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
17. 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.
18. 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.
19. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

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

Responsible for: Housing Enforcement Officers

Responsible to: Property Licensing and Housing Enforcement Manager

Date Reviewed: October 2020

Updated: November 2019



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none"> Substantial knowledge and understanding of Environmental Health, Property Licensing, Housing Enforcement and more general Housing Legislation
	<ul style="list-style-type: none"> Knowledge of customer care and the principles of equal opportunities in providing a housing enforcement function.
	<ul style="list-style-type: none"> Knowledge and understanding of regional and national developments in Environmental Health, with particular emphasis on Property Licensing and Housing Enforcement and more general Housing practices and procedures within local authority
	<ul style="list-style-type: none"> Knowledge and understanding of national priorities and influencing factors for Environmental Health with particular emphasis on Property Licensing and Private Rented Sector Housing Enforcement and the wider Housing sphere.
	<ul style="list-style-type: none"> Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence.

Skills and Abilities:	<ul style="list-style-type: none"> Supervisory / management skills to motivate and develop a team of technical / professional staff in order to achieve business goals
	<ul style="list-style-type: none"> Able to communicate complex issues clearly and effectively at all levels both orally and in writing with people from a range of backgrounds.
	<ul style="list-style-type: none"> Ability to successfully work in partnership with other agencies, voluntary and community groups
	<ul style="list-style-type: none"> Manage a demanding workload and deal with conflicting priorities
	<ul style="list-style-type: none"> Interpretation and implementation of legislation
	<ul style="list-style-type: none"> Investigative and research skills. Ability to undertake property inspections and produce schedules of work.
	<ul style="list-style-type: none"> Numerical skills in the use of spreadsheets to produce statistical data on operations performance.
	<ul style="list-style-type: none"> Demonstrable project management skills
	<ul style="list-style-type: none"> Customer care skills accompanied by well developed influencing, persuading and negotiating skills. The ability to effectively deal with conflict and aggression.
	<ul style="list-style-type: none"> Be proficient in the use of IT packages



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	<ul style="list-style-type: none"> • Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.
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Experience:	<ul style="list-style-type: none"> • Experience of working in a political environment
	<ul style="list-style-type: none"> • Experience of working in a housing / enforcement environment
	<ul style="list-style-type: none"> • Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
	<ul style="list-style-type: none"> • Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
	<ul style="list-style-type: none"> • Experience of managing employees, projects and resources including some budgetary experience
	<ul style="list-style-type: none"> • Experience of working in a customer focused environment with a range of diverse partners and organisations to achieve agreed goals
	<ul style="list-style-type: none"> • Experience of interviewing alleged offenders in accordance with the codes of Practice of the Police and Criminal Evidence Act.

Educational:	<ul style="list-style-type: none"> • Relevant degree or professional qualification or equivalent knowledge gained from relevant work experience
	<ul style="list-style-type: none"> • Management / Leadership skill training will be beneficial

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 • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
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Date Reviewed: October 2020

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