

Role profile

Job Title:	Property Licensing and Enforcement Officer
Department:	Environmental Health and Trading Standards
Directorate:	Housing and Environment

Grade:	9 - 12
Post no.:	
Location:	Perceval House

Role reports to:	Property Licensing and Enforcement Team Leader
Direct reports:	None
Indirect reports:	Apprentices and trainees

Job description

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

Purpose of role

- To discharge the Council's statutory and non-statutory functions, as well as its related strategies, and policies to improve standards and safety in the privately rented housing sector and licensable and licensed properties including by dealing with service requests, inspecting properties and taking enforcement action.
- To exercise the duties, powers and responsibilities of an authorised officer under relevant legislation including the Housing Act 2004, Management of Housing in Multiple Occupation (England) Regulations 2006 and formally inspect properties, take enforcement action, prepare legal court files, and give evidence at court.
- To work positively and professionally with a range of stakeholders and dutyholders including tenants, their advocates, landlords, property licence holders and their agents providing a high level of quality and punctuality of service and response.
- Collaborate across teams to achieve the Council's property licensing objectives, ensuring awareness of other regulatory frameworks and promptly reporting them to the relevant enforcing departments. Liaise and consult with the fire brigade, other council departments (e.g. Planning, Building Control) and relevant agencies as appropriate with regards to fire safety and amenity standards.

Key Accountabilities

- Promote the development of a high-quality privately rented sector through a range of professional and specialist interventions.
- To be competent to discharge the Council's duties and powers under relevant sections of the Housing Act 2004 and associated legislation.
- Ability to work in partnership with stakeholders to achieve shared outcomes.
- Take responsibility for continuing self-development and participate in training and development activities.
- To appropriately work in and manage the wellbeing, health and safety of self, colleagues and others in physically risky and dangerous situations, structures and environments including working where the risk of exposure to infectious diseases, physical, chemical, biological, and psychosocial hazards is heightened, often out of hours and on weekends.
- To comply at all times with the Council's policies and procedures, particularly those regarding Data Protection, Equalities and Diversity, and Health and Safety.
- Take an active role in promoting community development, i.e. provide advice and information, attending the landlords forum and other forums as required, to support landlords and tenants.
- Have a proactive, committed approach to the Council's values and behaviours.

Key performance indicators

- Punctual and comprehensive response to, and resolution of, service requests
- Inspection and assessment of areas, premises and properties to identify hazards, defects and non-compliance
- Instigation of enforcement action where appropriate to achieve positive outcomes
- Timely achievement of targets and work programmes
- Carrying out work to the applicable legislative and departmental standard
- Accuracy and reliability of work including record keeping and updating information systems

Key relationships (internal and external)

- Other Council Staff
- Ealing residents
- Ealing business community
- External organisations, e.g. London Fire Brigade, Police (including cadets), Chartered Institute of Environmental Health, DLUHC, DWP, Members of Parliament, Court Officials · Members of the public · Community Groups and the voluntary sector, London Mayors Office, and other local authorities.

External Consultants and Technical Advisors

- Work collaboratively with staff in the team, other internal and external services, partnerships, and external agencies.
- Responsible for evidence handling (including in criminal and evidential contexts).
- Ensure the legal work meets appropriate standards. Act as an Authorised Officer of the Council under relevant legislation.

Person specification

Essential knowledge, skills, and abilities

For Grade 9:

1. Under supervision, to undertake and manage a caseload in the area of private sector housing enforcement, to inspect properties and identify defects.
2. Proficient in managing and prioritising own workload and meeting performance targets with minimal supervision.
3. Respond to a wide range of service requests, proactive work, referrals and other communication, and give advice to members of the public, residents, tenants, landlords, agents and organisations regarding property standards and property licensing matters.
4. Ability, with supervision, to appropriately work in and manage own wellbeing and health and safety in physically risky and dangerous situations, structures, and environments; including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened.
5. Ability to prepare letters, reports and draft service related legal documents.
6. With supervision draft enforcement notices and schedules of work to deal with non-compliance, and where appropriate and with support, prepare case files for prosecution.
7. Maintain accurate records of inspections, investigations, enforcement actions, and other relevant activities using contemporaneous notes and the Councils database to be used as potential evidence in accordance with Police and Criminal Evidence Act 1984.
8. Practical and theoretical knowledge and skills sufficient to effectively carry out the duties of a Property Enforcement and Licensing Officer.
9. Always act in accordance with the Council and Team procedures and with regards to Health and Safety generally and more specifically, personal safety of oneself, colleagues and everyone else.
10. Support other officers as directed or required, and where relevant, key internal and external partners/agencies.
11. Ensure that every aspect of personal conduct and service delivery is in accordance with as well as in the spirit of legal requirements, local and corporate procedures, instructions, guidance and policies including Ealing's Equality & Diversity and Dignity at Work policies, Customer Care Standards etc.

12. To have basic IT skills and some experience of different software packages to carry out the responsibility of the post.
13. Good communication skills both written and verbal with the ability to demonstrate good presentational and interpersonal skills including customer relations and mediation.
14. Ability to work flexibly. The post holder may be required to work outside normal working hours, including weekends, late nights and early mornings and to work at short notice such as during emergency housing or environmental incidents.

For Grade 10 – In Addition to Grade 9:

15. Exercise a good working knowledge of the Housing Act, The Management of Houses in Multiple Occupation (England) Regulations, Public Health legislation, Environmental Protection Act, Local Government (Miscellaneous Provisions) Act, Prevention of Damage by Pests Act, and Housing and Planning Act, and other relevant Regulations.
16. Ability to serve statutory enforcement notices under the Housing Act 2004 and other relevant legislation in relation to complex matters.
17. With minimum supervision carry out enforcement and legal processes associated with the service of enforcement notices and prepare case files for appeals and prosecutions and issue Civil Penalty Notices under the Housing and Planning Act.
18. Without supervision, prioritise and self-manage workload.
19. Ability to work under pressure, with minimum supervision, and ensure that work is delivered to a high level of quality.
20. Ability to appropriately work in and manage own wellbeing and health and safety in physically risky and dangerous situations, structures, and environments; including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened.
21. Ability to plan and deliver innovative projects to improve outcomes for residents in the Borough.
22. Ability to interpret law, maintain professional and expert knowledge, and keep up to date with relevant legislation, codes of practice and technical requirements.
23. To carry out independent research and to keep up to date of any changes to relevant legislation and best practice in order to investigate complex Property Licensing matters.

For Grade 11 – In Addition to Grade 10:

24. To act as a fully authorised officer within the team, using substantial experience in assessing and taking action in regard to complex property enforcement interventions and investigations.
25. Independently, in accordance with departmental procedures, carry out enforcement and legal processes associated with the service of enforcement notices and prepare case files for appeals and prosecutions including issuing Civil Penalty Notices under the Housing and Planning Act.
26. Ability to take ownership and responsibility for all aspects of case workload ensuring HHSRS inspections and assessments are carried out to a professional standard, cases are progressed within a timely manner and in compliance with legislation, preparation and service of enforcement notices, preparation of prosecution case files and be able to attend court and the Tribunal as the council's professional witness, attend court to obtain warrant of entries, provide comments on planning applications and complex licensing applications.
27. To manage a full and varied case workload to meet legislative and departmental time frames. Be responsible for the investigating of complaints, for example complaints of disrepair, illegal eviction or harassment as well as dealing with unlicensed properties and other housing related matters applying legislation relating to private sector housing.

For Grade 12 – In Addition to Grade 11

28. Ability to mentor and provide expert guidance to members of the team in accordance with professional and legislative requirements to regulate conditions within the private rented sector.
29. Oversee and assist other officers to carry out enforcement and legal processes associated with the service of enforcement notices and prepare case files for appeals and prosecutions.
30. Oversee and assist other officers to issue Civil Penalty Notices under the Housing and Planning Act.
31. Able to recommend potential improvements to the service, and support the implementation of improvements.
32. Support management with performance reporting, training and development of workforce including interpreting legislative or administrative changes that may affect the service.
33. Foster teamwork involvement with staff to increase performance. Create an environment for ideas and innovations to be explored and work practices challenged.
34. Initiate collaborative working with partners to support the service objectives.

Essential qualification(s) and experience

For Grade 9:

1. 5 GCSE's, including Maths and English, and 2 A levels, including a science based subject, or equivalent qualifications and experience.
2. Ability and competence to undertake the HHSRS practitioner qualification.
3. Experience in managing own workloads and meeting performance targets and evidence of high-performance service delivery and customer care.

For Grade 10 – In addition to Grade 9:

4. Certificate of competence in applying the HHSRS and demonstration of an understanding of applying HHSRS to property inspections.
5. Experience in determining the most appropriate course of action with the range of enforcement options under relevant housing and public health legislation, and licensing tools.
6. Some experience in preparing enforcement notices, CPN's and case files and giving evidence in Criminal Courts and/or Tribunal.

For Grade 11 – In addition to Grade 10:

7. Significant experience of undertaking HHSRS assessments and dealing with non-compliance through means of enforcement notices, issuing civil penalty notices and instigating prosecutions
8. Substantial experience in determining the most appropriate course of action with the range of enforcement options under relevant housing and public health legislation, and licensing tools.
9. Experience in serving enforcement notices, issuing CPN's and preparing case files and giving evidence in Criminal Courts and/or Tribunal and carrying out PACE interviews.

For Grade 12 – In addition to Grade 11:

10. Ability and competence to undertake the CIEH Housing Health Practitioners qualification or equivalent.
11. Experience of providing oversight, support and guidance to colleagues in carrying out their duties including mentoring and training for junior members of the team.
12. Experience of management of complex cases and independently leading on enforcement issues and substantial experience of serving enforcement notices, issuing CPN's and preparing case files and giving evidence in Criminal Courts and/or Tribunal.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards