

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Head of Private Sector Licensing and Home Improvements	Grade:	SMG 2
Reports to (Designation):	Director of Housing Strategy	Grade:	JNC 3
Directorate:	Housing Services	Section:	Private Sector Licensing and Home Improvements

Main Purpose of the job:

Develop and agree the strategic direction of the Private Sector Licensing and Home Improvement Service with the Director of Housing Strategy, meeting corporate and business priorities.

Be responsible for the overall management of the service which includes the Private Sector licensing and housing enforcement teams, and the Housing Improvement and Assistance Service.

Continuously improve service quality for the benefit of all customers.

Provide corporate advice on all services which form part of the Private Sector Licensing and Home Improvements and represent the Council on cross borough and London-wide groups.

Deliver on performance and quality improvement targets through effectively leading and nurturing others and employ innovative approaches to achieve results.

Monitor, manage and control the service budgets and any contracted out services up to £15m (when all licensing schemes are in operation) to secure strong financial planning and control, optimise value for money (efficiency and effectiveness) and improve the quality of service within budget.

Work collaboratively to support the delivery of the Service's business plan priorities and the corporate strategy.

Effectively maximise resources required to deliver business as usual services and transformation through clearly defining priorities and driving through results.

Lead on the effective implementation of key priorities and initiatives like implementing new IT systems and the all-borough licensing scheme.

Summary of Responsibilities and Personal Duties:

Lead the Council's Private Sector Licensing and Home Improvement Service within a performance, risk management and value for money framework. These include:

- leading on delivery of improvements in quality and regulation in the private rented sector through robust licensing and enforcement

- operationalising the additional and all borough selective licensing schemes delivering the maximum impact for citizens and the council
- robust and functioning partnerships across services to deliver improved customer services
- rogue landlords
- private sector housing grants including mandatory, (Disabled Facilities Grant), and discretionary grants
- housing renewal and home improvements
- monitoring and registration of houses in multiple occupation
- bringing empty properties back into use
- maximising the use of data for business planning
- assisting vulnerable private residents in achieving homes in good repair
- externally funded programmes
- Member and senior manager briefing

To lead, on behalf of the Council on bidding for new capital and revenue resources.

To advise the Mayor and Cabinet on all matters related to private sector housing.

To lead on the formulation, development, implementation, monitoring and review of the Council's Private Sector Housing Strategy and delivery of services in accordance with legislation, responding to changes in local, Regional and National Government Policy, in particular developing and leading strategies to meet government policies and external targets in the field of meeting housing needs.

Lead the Private Sector Housing (PSH) Agency's Licensing and Housing Enforcement team within a performance and risk management environment. These include:

- quality and regulation in the private rented sector
- monitoring and registration of houses in multiple occupation through:
 - o Mandatory Licensing Scheme
 - o Additional Licensing Scheme
- monitoring and registration of single occupancy dwellings through the selective licensing scheme
- bringing empty properties back into use
- assisting vulnerable private residents in achieving homes in good repair
- externally funded programmes

To manage up to 100 staff within a diverse range of disciplines who are based in different locations in the borough.

To be responsible for ensuring good employee relations. Where necessary undertake hearings, trade union negotiations, work force consultations and attend employment tribunals.

Ensure Lewisham plays a leading role in developing and influencing sub-regional, regional and national temporary accommodation, private rented sector and private sector housing policies.

Lead and manage the Council's relationship with external partners in the field of private sector housing including the private rented sector such as landlords, voluntary sector partners, CLG and the GLA.

Lead on commercial negotiations with Private Sector agencies and other external partners to achieve the best market rates for the delivery of services in the private sector

Ensure the services provided contribute to the Council's vision and corporate Strategic objectives, particularly in relation to the Community Strategy.

Develop an organisational culture which is positive, forward-looking, responsive to change, performance driven and customer focused and in which staff are valued and encouraged to contribute to the development of service improvements

Develop, direct and manage a process of performance management for the services provided by the group ensuring staff are managed within the Council's framework using the Council's Performance Evaluation scheme and that financial and performance targets are identified monitored and managed.

Manage the service budgets and any contracted-out services up to £15 million in accordance with council guidelines and to ensure that resources are controlled and allocated to optimise value for money, efficiency and effectiveness and improve the quality of service within budgets.

Develop, implement and monitor an annual business plan in line with Council priorities and ensure the services achieve agreed objectives

Monitor and manage corporate projects to ensure they meet targets and are delivered on time and to budget.

Work closely with Directors, Executive Directors, the Chief Executive and other senior managers in pursuit of cross cutting Council priorities.

Demonstrate commitment to equality of opportunity and access to all sections of the community in both service provision and employment and ensure that policies valuing diversity are actively promoted, implemented and developed.

To keep up to date with health and safety legislation and to be responsible for health and safety policy in respect of the day to day operation of the Service.

Represent the Council within and outside Lewisham, creating opportunities to enhance the council's image, partnerships and services.

Develop and maintain strong working partnerships with other council directorates and other external agencies in the public, private and voluntary sectors.

Attend Council meetings as required, advise members, the Director of Housing, Executive Director, management team and other directorates on all matters relating to services provided by the group.

Be a member of the Division's Management Team.

Deputise for the Director of Housing Strategy and the Executive Director of Housing Services in own area of work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Business Continuity:

1. Responsible for ensuring robust business continuity plans are in place, tested annually, and embedded within your service.
2. Ensure your services can deliver any required functions during an emergency and provide resources to the incident where required.

As a Lewisham Head of Service you will:

1. Be responsible for professional advice and support for the teams which form part of the Private Sector Licensing and Home Improvement Service to deliver in partnership with others the corporate priorities, vision, values and ways of working.
2. Take overall responsibility for the planning and management of services including effective change management processes when required in order to ensure community and customer needs are identified and met.
3. Ensure the delivery of identified service objectives and continuous improvement of service targets.
4. Achieve results through the effective management and development of people.
5. Ensure the effective deployment of financial resources and compliance with statutory professional and organisational frameworks.
6. Provide effective leadership to oversee the implementation of key projects or priorities like the all borough licensing scheme, ensuring milestones are met and the maximum value is delivered for customers, the PSHA and other services and external partners.
7. Ensure corporate and strategic modelling through demonstrating commitment to council values and translating the vision into strategic intent
8. Ensure performance and quality improvement through leading and nurturing others to lead and manage innovative approaches to achieving results
9. Ensure best use of resources through defining priorities and securing appropriate resources to achieve the Council's objectives
10. Ensure services contribute to the corporate whole through interpreting external needs and trends and creating synergies to achieve corporate goals

Internal Contacts: These include Chief Officers, Elected members, other Councillors, senior staff across the Council and Trade union officials

External Contacts: This will include Chief Officers and other senior staff in other Local Authorities, Housing Providers including RSLs, Private Sector landlords, RB3, Voluntary Sector partners, CLG, GLA, London Councils, LGA, SP Commissioning Body, LSP, etc

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of staff within the Private Sector Housing Agency for which there is direct and indirect management responsibility: **up to 100**

Number of fully managed staff: 4 **between S02 – SMG1**

Title:	Licensing + Housing Enforcement Manager	Grade PO5	No of posts	3
	Housing Improvement and Assistance Programme Manager	Grade PO6	No of posts	1

Number of partially managed staff: None

PERSON SPECIFICATION

Job Title: Head of Private Sector Licensing and Home Improvements

Grade: SMG 2

Department: Housing Services

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge & Experience	
A successful track record of leading and managing complex and rigorous organisational change and driving through new ways of working in a large, complex organisation as a senior manager	S1
A successful track record of establishing a strong performance culture through effective performance measures, that has led to improved outcomes for service users.	S2
Experience of effectively managing and monitoring multi-disciplinary teams	S3
Excellent understanding of the issues facing the management of a public sector organization	S4
In depth knowledge of key housing issues and challenges across all tenures	S5
Experience of formulating, leading and implementing strategies and programmes and related strategies and programmes that cross service or professional boundaries	
Experience in planning, managing and controlling complex workloads.	S6
Experience of developing and managing customer driven services dealing effectively with vulnerable households	
Experience of substantial budget management, monitoring and control.	
Sound understanding of the political interface in a local authority and the role and needs of elected members.	S7

Skills Skills can only be used as shortlisting criteria if the skill is to be tested	To Be Tested – T
Ability to lead, coach, inspire and empower others.	
Ability to achieve major cultural and organisational change through planning, motivation and negotiation.	
Ability to build effective teams and relationships and achieve results through others.	
Ability to set and deliver realistic, co-ordinated objectives in accordance with organisational priorities and develop practical and creative solutions to the management of strategic issues.	
Able to understand complex policy issues and present them to a range of groups including staff, external partners, stakeholders and elected Members	
Ability to establish positive relationships with elected Members that generate mutual confidence and respect.	
Ability to negotiate effective working partnerships with other internal departments and external agencies in the public, private and voluntary sectors.	
Have highly developed communication skills - oral, written and presentational.	
Able to work as part of a management team contributing to the organisations overall objectives.	
Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	
Understanding of how equality and diversity relates to this post	S8
Personal Qualities	
Strong personal commitment to improving local public services.	
Willingness to act corporately and collaboratively.	
Inclusive and supportive team player.	
Highly motivated and not easily discouraged.	
Personal and professional demeanour and credibility which commands the confidence of Members, senior managers, employees, partners and stakeholders.	
A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect	
Physical	

Generally candidates must meet the standard Lewisham requirements for the post

If you are disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

DBS Disclosure Required

Basic

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Standard

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Enhanced

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