

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Licensing and Housing Enforcement Programme Coordinator	Grade:	Sc5
Reports to (Designation):	Licensing and Housing Enforcement Manager	Grade:	PO 5
Directorate:	Housing, Regeneration and Public Realm	Section:	Private Sector Housing Agency

Main Purpose of the job:

To co-ordinate the delivery of all Private Sector Housing Services which includes:

- Participate in the effective delivery of relevant statutory obligations
- Responding to enquiries from home owners, private landlords, tenants, and vulnerable client groups on standards and council services and interventions to licence and improve the private sector stock in the borough.
- Providing customer advice and assistance on matters relating to, enforcement and licensing.
- Providing effective administrative services which support the smooth and efficient running of the . Licensing and Enforcement Team
- Maintain databases to enable monitoring of casework across the unit.

Summary of Responsibilities and Personal Duties:

1. Undertake all duties associated with the coordination and administrative support to the Licensing and Housing Enforcement Team in accordance with the relevant policies and procedures, council standing orders and financial regulations.
2. Check applications for HMO licences received and ensure that those made for non licensable properties are rejected.
3. Check certification supplied by landlords to ensure that this is complete, and that certificates are valid and in-date
4. Provide high quality, confidential and trustworthy customer focused services to home owners, landlords, tenants and lettings agencies.
5. Respond to enquiries on housing standards and interventions in line with most recent changes in regulations and legislation.
6. Follow procedures to ensure the effective administration of fees, charges and payments for applications for HMO licences and for Civil Penalties, .
7. Help clients in making applications, if required.
8. Receive payments from customers .
9. Issue and administer invoices where required by statute or policy.

10. At all times, maintain accurate and up-to-date easily accessible data on all assessments and decisions relating to casework across the Licensing and Housing Enforcement Team. Ensure data complies with Data Protection and document retention requirements.
11. Schedule property inspections as required.
12. Monitor and refer received complaints, Member enquiries, Freedom of Information and Subject Access Requests to ensure they are processed in accordance with procedures.
13. Order and maintain stationary and PPE required
14. Work flexibly as part of a team to ensure individual and team targets are met.
15. Contribute to service innovation to continually improve outcomes for the residents of the borough
16. Contribute to and ensure compliance with Health and Safety legislation and in particular assessment of risks for lone working.
17. Carry out all tasks with due regard to the Councils policies and procedures with particular regard to the Equal Opportunities Policy.

Internal Contacts: These include officers within the unit, technical, professional and administrative staff across the council and Council Members,

External Contacts: This will include clients and their families, landlords, owner occupiers, contractors, MPs.

Duties are to be carried out with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development 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 post holder

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

Number of fully managed staff - None

Title:	Grade	No of posts
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Number of partially managed staff: - None

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Licensing and Housing Enforcement Programme Coordinator **POST NO:**

DEPARTMENT: Housing, Regeneration and Public Realm
GRADE: Sc 5

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 short listing and interview process for this post.

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

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, 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 we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**
Understanding of how equality and diversity relates to this post **S**

Knowledge

Knowledge of private sector housing issues facing a local authority in an inner city area **S**
Knowledge of the needs of elderly or vulnerable clients
Basic knowledge of legislation relating to grants, enforcement and licensing **S**
Basic knowledge of the Housing Health & Safety Rating System **S**

Aptitude

Aptitude for working with databases, IT and monitoring systems
Ability to problem solve
Aptitude for figure work
Good attention to detail
Ability to effectively manage and organise own workload

Skills

(Skills can only be used as short listing criteria if the skill is to be tested) (To Be Tested – S)
Excellent verbal and written communication skills
Analytical skills
ICT skills

Experience

Experience of team working in a busy office environment **S**
Experience of providing quality outcomes for residents **S**
Experience of meeting demanding targets **S**
Experience of operating a range of programmes and data bases **S**

General Education – evidence of relevant qualifications to be produced at interview

Numerate and literate

A formal housing qualification would be desirable however experience will also be taken into account

Personal Qualities

Passionate about customer care

Personable and empathetic to the needs of vulnerable and elderly clients

Good communicator

Effective and flexible team worker

Solution focused mindset

Goes the extra mile

Circumstances

May need to work outside normal office hours to get the job done

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post