

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

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| Designation: | Licensing and Housing Enforcement Officer-levels 1-3 | Grade: | SC6- level 1 SO2- level 2 PO1- level 3 |
| Reports to (designation): | Licensing and Housing Enforcement Manager | Grade: | PO5 |
| Directorate: | Housing Services | Section: | Private Sector Licensing and Home Improvement |

Main purpose of the job:

To work as part of a team to improve the standard of private sector housing in the borough. This involves, but is not limited to:

- identifying licensable properties and issuing licenses for residential accommodation,
- identifying and working with landlords to improve poor conditions, and
- supporting colleagues and managers to develop and improve service delivery for the council and our residents as required.

Summary of responsibilities and personal duties:

Level 1

This section of the job description sets out in more detail the duties we will expect you to carry out as a level one officer:

- Take part in internal and external training as required to become familiar with the legislative framework, codes of practice, statutory and non-statutory guidance, case law, council policies and procedures that cover the regulation of the private rented sector. This will include shadowing and supporting more experienced team members, attending training days and acquiring the HHSRS Certificate of Competence.
- Provide advice, education and signposting to stakeholders including landlords, agents, tenants and local residents.
- Promote schemes operated by the council and our partnership organisations to landlords, property managers and tenants. These may include; our private landlord repairs grants, temporary accommodation leasing schemes, rent incentives for private landlords and support with energy costs and rent repayment orders for tenants, as well as the work of our own service.
- Manage your own caseload in line with our service standards, with the support of your manager and senior colleagues.
- Work with internal and external partners on cases that require a multi-agency approach. These may include the council's own services like Housing Needs, Planning, Building

Control, Adult Social Care and Safer Communities, as well as external agencies such as London Fire Brigade, and the Metropolitan Police

- Feed into service improvement and development as required, this may include; carrying out customer service reviews and providing feedback and contributing to service improvement working groups and team discussions.
- Demonstrate a flexible approach to your work, to help the team achieve our goals.
- Assist more experienced team members to work with landlords and/or managing agents to ensure applications for licences are made, and to identify and address hazards and poor housing management standards. This will include;
 - participating in street surveys and property licensing inspections
 - preparation of draft schedules of works required to bring the property to licensing standards
 - carrying out statutory functions under the Housing Act 2004, Environmental Protection Act 1990 and other relevant statute by assist in preparing and serving statutory notices, schedules of works and assisting in preparing and serving Civil Penalty Notices
 - liaising and negotiating with landlords and managing agents under supervision
 - arranging compliance inspections
 - Identifying landlords and agents who fail to comply, and referring these cases to senior officers for enforcement action
 - Providing witness statements, preparing evidence bundles and attending court to give evidence on the Council's behalf, if required
 - accurately recording all actions and outcomes on our service's database in a timely fashion
 - Carrying out these functions independently in less complex cases, as directed by your manager once you have achieved the required level of knowledge and experience.
- Assist in colleagues' professional development through joint working and mentoring when sufficiently experienced.
- Assist senior officers and managers in providing timely responses to complaints when required.

Level 2

As a level 2 officer, you will be expected to carry out the duties of a level 1 officer with the following additions/enhancements:

- Obtain HHSRS certificate of competence.
- Carry out disrepair property inspections and consistently and accurately identify any category 1 and 2 health and safety hazards, using the HHSRS.
- Consistently and accurately identify the most appropriate and effective method of enforcement in cases of poor management, hazards and disrepair.
- Prepare schedules of work linked with property licensing inspection caseload.
- Prepare and serve the following statutory notices: Section 239, Section 235, Section 16, Section 61, Section 255.

- Undertake desktop research to identify unlicensed properties, their managers and owners.
- Prepare evidence bundles for Civil Penalty Notices.
- Preparation of evidence bundles for prosecutions as per the council's statutory obligations and enforcement policy.

Level 3

As a level 3 officer, you will be expected to carry out the duties of level 1 and 2 officers with the following additions/enhancements:

- Demonstrate clear understanding of how to apply the council's private sector licensing and housing enforcement policy, and Civil Penalty Notice policy, as well as other relevant housing policies to licensing and housing enforcement cases.
- Carry out the council's statutory functions, by leading on more complex cases using the Housing Health and Safety Rating System, Environmental Protection Act, licence conditions and HMO Management Regulations.
- Prepare and serve the following statutory notices: Prohibition Orders and Abatement Notices, Improvement Notices, HMO Management Regulations Notice on own caseload. Assist senior officers and managers in preparing Emergency Prohibition Orders.
- Draft and serve Civil Penalty Notices that can carry a maximum fine of £30,000. Consider representations and prepare case reports for manager.
- Develop knowledge of Police and Criminal Evidence Act 1984 and Codes of Practice and how and when these apply to interviewing. Participate in interviewing suspected housing offenders under caution.

Internal Contacts: Housing Needs and Refugee Resettlement Service, Planning, Building Control, Adult Social Care, Empty Homes and Safer Communities

External Contacts: tenants, landlords, letting agents, First Tier Tribunal, London Fire Brigade, Metropolitan Police

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

All employees are required to participate in the Council's appraisal system 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 postholder.

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

PERSON SPECIFICATION

JOB TITLE: Licensing and housing enforcement officer – Career Grade levels 1-3

POST NO:

DEPARTMENT: Housing Services

GRADE: Level 1: Sc 6
Level 2: SO2
Level 3: PO1

Shortlisting criteria:

Knowledge

At all levels:

- Good written and spoken English (S)
- Familiarity with Microsoft Office, especially Outlook, Word and Teams. Prior experience of using databases to store and access customer information not essential, but an advantage. (S)
- Understanding and appreciation of what it means to work for a local authority, and our duties and obligations to our residents (S)

Skills

- Building and managing relationships (internal and external). This includes active listening, understanding the needs of others, engaging openly with our partners, and adapting your working style to build trust. (S)
- Communicating and influencing. This includes speaking and writing clearly, considering your audience, using evidence appropriately, communicating persuasively and confidently, and gaining buy-in from others. (S)
- Problem solving. This includes making appropriate decisions to progress your own work, breaking down issues and seeking further information and support when needed, and alerting managers to problems in a timely fashion. (S)
- Planning and organising. This includes prioritising your workload to meet deadlines, using appropriate time management tools, advising colleagues and managers of obstacles to delivery, following work through to completion and checking for errors. (S)
- Working in pressurised situations and responding to changing priorities. This includes staying calm in demanding situations, recognising when you are unable to cope and asking for help, escalating and reporting incidents. (S)

Experience

At level 2

- 6-12 months' experience of carrying out level 1 officer duties or equivalent amount of experience in a closely related field such as housing repairs and maintenance, housing and regulatory law, licensing and regulation or tenancy relations. (S)

- Completion of level 1 of Lewisham’s internal housing enforcement training matrix or substantial and demonstrable field experience (S)

At level 3

- At least 12 months’ experience carrying out level 2 officer duties or equivalent amount of experience in a closely related field and the appropriate level (S)
- Completion of levels 1 & 2 of Lewisham’s internal housing enforcement training matrix or substantial and demonstrable field experience (S)

Professional Qualifications and Education

Levels 2-3

- Housing Health and Safety Rating System Certificate of Competence (S)

Equality and Diversity

At levels 1-3

- Understanding of how equality and diversity may impact on the work of an organisation like Lewisham Council (S)
- Strong commitment to treating colleagues, stakeholders and residents with professionalism, fairness and respect regardless of personal characteristics (S)

Personal Qualities

You must demonstrate your commitment to Lewisham Council’s values and behaviours, which are: [ambitious, inclusive, collaborative, accountable and trustworthy](#).

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