

Civic Pride

Private Housing Standards Manager (Reactive) / (Proactive) / (Compliance) Job Description and Person Specification

April 2023

Job Description

Job Title:	Housing Standards Manager (Reactive) / (Proactive) / (Compliance)
Service Area:	Civic Pride
Function:	Housing Standards
Team:	Housing Standards Team (Reactive) / (Proactive) or (Compliance)
Post number:	S00443 / S00441 / tbc
Grade:	LBR 15
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	Lynton House
Reports to: <i>Job title</i>	Group Manager - Residential
Responsible for: <i>Job titles of direct reports</i>	Up to 15 X Housing Standards Enforcement Officers
Role purpose and role dimensions: <i>Overview of the job</i>	To manage a Housing Standards Team, as part of the Group Management Team, to assist the Private Sector Housing Group Manager with the overall management of the Group. The principle functions of the Team are enforcing housing standards and licensing properties in the private rented sector.
Key external contacts: <i>Organisations</i>	Thames Water, and other Utility Companies Emergency Services, including the London Fire and Emergency Planning Authority Chartered Institute of Environmental Health Association of London Environmental Health Managers Magistrates Court Members of Parliament HMRC Health and Safety Executive Metropolitan Police UKBA

<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<p>Chief Planning and Regeneration Officer and Functional Unit Managers Head of Building Control Chief Officer Highways and Cleansing Services and Functional Unit Human Resources, Recruitment and Employment Relations Officers Service Accountant and other staff within Finance Service, Elected Members including Ward Members, the Leader of the Council and Cabinet Member Council and service committees Head of Litigation, Legal Services Strategic Procurement Officers and Managers Redbridge Customer Contact Centre Manager Chief Community Safety Officer and Functional Unit Managers ICT Service Area Representative Constitutional Services Officers Property Services Managers</p>
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Authorising payments for, causal and essential car users, petty cash, travel and subsistence and overtime claims. Office equipment including furnishings IT equipment for up to 20 staff. Evidence store</p>
<p>Key areas for decision making:</p>	<p>The postholder is responsible and accountable for the effective and efficient management and delivery of Team functions to the residents and staff of the London Borough of Redbridge, in accordance with the Council's priorities strategies and policies.</p>
<p>Other considerations: <i>E.g. working patterns</i></p>	<p>The postholder may be called upon to take part in out-of-hours emergencies and co-coordinated partnership exercises and, for that purpose, make available an out-of-hours contact number. (There is no standby requirement attached to this, the requirement is for a contact number to be held centrally that can be used in the event of an emergency).</p>

Key Accountabilities and Results Area

Main Duties and Responsibilities

1. To be responsible for the management and development of the Housing Standards (Reactive) Team and ensure that the functions allocated to the team (including those listed above), are carried out and developed in line with National Government Legislation and Polices
2. To deal with conflict situations and potentially aggressive clients.
3. To lead on multi agency enforcement work ensuring all risks are assessed and reduced to an acceptable level
4. Liaise with the Housing Advice Centre to ensure that the wider impact of any proposed action is considered.
5. To make decisions, including those of a complex nature, the application of imaginative solutions that positively influence future management of operations and service delivery within the team, and contribute to the overall effectiveness of the Civic Pride service and the strategic objectives of Redbridge Council.
6. To provide leadership and guidance to the Housing Standards (Reactive) Team and achieve excellence in service delivery through powerful and productive working relationships within the service, cross-functionally and externally through partnerships and relationships, communicating effectively, both inside and outside the Council.
7. To be a member of the Civic Pride management team and to deputise for Group Manager

8. To be a key team player, supporting other service groups, co-coordinating and integrating the work of the Housing Standards Team within corporate priorities and objectives and to ensure that the Head of Community Safety are provided with accurate, up-to-date and timely management review information, reports and recommendations.
9. To contribute to the management and development of computerised and other information systems and ensure steps are taken to protect data integrity and that all users comply with data protection and IT security.
10. To prepare and present Operational and Management reports to member committees and senior management and make recommendations for policy and service development.
11. To represent the service at internal and external meetings, including local Business Partnerships, Statutory Agency Strategic Groups, Public Enquires, Magistrates and Crown Court Proceedings, Scrutiny Committee and other Council Meetings, as and when required.
12. To be responsible in relation to Service Area issues for the development and maintenance of good liaison and co-operation with the local community, community groups, other Council services, local businesses and other internal and external agencies.
13. To contribute to the Service Area Plan, Budget development and Medium-Term Planning. To monitor service demands and developments and determine pressures for change. To identify targets and performance indicators for new services and ensure that the aims, objectives and performance targets of the team are met, through the effective and efficient implementation of agreed policies and strategies.
14. To constantly seek methods for improving efficiency and effectiveness, using processes such as benchmarking, consultation and review and achieve best practice.
15. To maintain a comprehensive knowledge of legislation, local, national and Government policies and provide strategic policy advice to the Council, in respect of planned changes and trends both national and local. To contribute to the development of the Council's policies to meet such changes and trends.
16. To examine the need for and, where required, to commission and manage consultants in delivering projects and to monitor, review and report on outcomes.
17. To have the ability to undertake presentations on strategic and complex issues and present the same to a variety of audiences.
18. To review, assess and disseminate complex information gathered from different agencies to service and project management groups
19. To monitor and manage services proactively and consider alternatives and developments, in order to maximize resources and improve effectiveness, efficiency and Safety, including establishing benchmarking standards.
20. To exercise enforcement powers and delegated authority in relation to the legislation set out in the schedule of delegations, to the appropriate level under Council delegations in accordance with the register of authorised officers and to ensure breaches of legislation are investigated and legal proceedings are properly presented in accordance with PACE and RIPA and perform the role of "Officer in Charge".
21. To actively contribute to the team service provision by responding to appropriate service requests

Staff Management

22. To effectively manage, lead and motivate the Housing Standards Team members to deliver high-quality services through a skilled and motivated workforce committed to a customer-focused approach, and

manage to ensure that appropriate and adequate staff cover is maintained at all times.

23. To support the Council's employee communication systems and hold Team Meetings that support and motivate Team Members, communicate corporate and operational issues and receive feedback on Team ideas. To deliver staff briefings for the Head of Service on all matters that may be required.
24. To apply effective performance-management to meet agreed team service plan objectives and targets including devising work instructions, work plans, procedures and best practice protocols for staff.
25. To manage and implement the Council's disciplinary, capability, grievance and absence monitoring and other Council procedures, relating to staff within the Team, initiating corrective action where required.
26. To effectively carry out appraisals, 1:1 and supervisory meetings, and provide regular support on both professional and personnel matters to all staff within the Team and to be responsible for the development of the Team and individual training needs, in accordance with the principles of an Investors in People organisation.
27. To recognise the diversity of the workforce and manage a high-profile, multi-disciplinary team and to be directly responsible for the recruitment, induction, supervision, management, training and development of Team Members and the management of any Student Environmental Health Practitioners or enforcement trainees who may be allocated to the Team.
28. To manage health, safety and welfare with the work environment to ensure the safety of staff, customers and others. Included in this role is the responsibility for safe systems of work, risk assessments and safety audits within the team environment.
29. To support other Managers on the development of their staff, by affording such structured training and guidance on professional matters within their remit, as may be required

Financial Management

30. To co-operate with the Council's Audit Service and to prepare such Action Plans, in response to audit reports, as may be required and ensure that appropriate action is taken within agreed timescales.
31. Monitor income received because of enforcement action.
32. To identify potential new funding sources, e.g. externally funded grants, and bid where necessary to those external bodies for additional funds

Customer Care

33. To respond to requests in respect of Freedom of Information, the Environmental Information Regulations and Subject Data Access in respect of Housing Standards Team functions
34. To identify and integrate diversity and equal opportunities issues, in the business and work planning processes, including the preparation and implementation of diversity, equality action plans and impact assessments.
35. To ensure the delivery of flexible customer focused services which meet annual performance targets and promote the principles of Charter Mark and Quality Assurance, both within the team and the Service, overall.
36. To investigate and respond to corporate complaints about the service from service users, elected members, parliamentarians and the Ombudsman. To progress these to a satisfactory conclusion, in accordance with Council policies and procedures.
37. To ensure a high level of professional and political judgment and sensitivity when working in a variety of

settings.

Specific Duties

38. To lead on the preparation of the service plan. To consult upon these and ensure that the plans are published, properly monitored and revised as appropriate.
39. To manage stock control, and ensure the safe keeping, maintenance and use of all equipment, vehicles, materials and facilities allocated to the team.
40. To undertake any other duties appropriate to this area of work and consistent with the level of the post, as from time to time be required.

Person specification

Job Title		Housing Standards Team leader				
Service Area		Civic Pride	Function		Private Sector Housing Standards and Licensing	
Team	Private Sector Housing Standards	Post number	S00443/1 /tbc	Grade	LBR 15	
Method of candidate assessment: Test		A = Application Form		I = Interview	T =	
Selection Criteria					A - I - T	Weighting
Education and Qualifications:						
1. Degree or Diploma in Environmental Health or equivalent and voting membership status or above of the Chartered Institute of Environmental Health or other relevant qualification relating to the enforcement of housing standards.					A	3
2. EHRB Registered (Desirable)					A	2
					A	3
3. Appropriate management qualification and/ or significant experience of managing teams in an enforcement environment					A	1
4. Completion of the two-day HHSRS course						
Experience:						
5. Significant experience of dealing with enforcement in a Local Authority environment.					A-I	3
6. Experience of working and managing within a changing environment and in a medium or large organisation.					A-I	3
7. Experience of supplying and influencing service provision in partner agencies over which there is no direct management relationship.					A-I	3
8. Practical experience of success in promoting and implementing equal opportunity policies and practices in respect of employment and service delivery.					A-I	3
9. Experience of letting contracts and negotiating with and managing contractors.					A-I	2
10. Significant experience in the effective management of people, resources and assets so as to deliver service outcomes against agreed targets and timescales.					A-I	2

<p>Skills</p> <p>11. Able to write and present complex reports in a variety of settings</p> <p>12. Able to remain calm in difficult/conflict situations.</p> <p>13. Ability to organise and coordinate multi agency enforcement operations taking into account the additional safety risks.</p> <p>14. Able to evaluate and analyse information and make decisions in circumstances where issues are not clear cut.</p> <p>15. Well-developed interpersonal skills with the ability to quickly form effective working relationships.</p> <p>16. Proven leadership skills with the ability to meet operational objectives through service planning, setting priorities, innovation, delegation, problem solving and execution of planning, monitoring and performance management.</p>	<p>A-I</p> <p>A-I</p> <p>A-I-T</p> <p>A-I-T</p> <p>I</p> <p>I</p>	<p>3</p> <p>3</p> <p>2</p> <p>3</p> <p>3</p> <p>3</p>
<p>Knowledge</p> <p>17. A well-developed understanding of a wide group of Council and external agencies to deliver effective service solutions to a diverse group of service users.</p>	<p>A-I</p>	<p>3</p>
<p>Aptitude & Ability:</p> <p>18. Able to communicate and effectively influence others at all levels and across a variety of professional groups and organisations.</p> <p>19. Able to make decisions and the ability to manage different groups, monitoring individual performance targets and identifying performance targets and identifying training and development needs. Able to work to specific timetables and ensure that staff understand the importance of delivering work to agreed timetables.</p> <p>20. Able to take responsibility for the development and implementation of projects and initiatives, which have implications across the service and involve partners from other agencies and external organisations.</p> <p>21. Able to represent the Council at an appropriate level making decisions and undertaking negotiations in a manner that is clearly informed by corporate policies and local service plans.</p>	<p>A-I</p> <p>A-I</p> <p>A-I</p> <p>A-I</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p>