

## **Civic Pride**

### **Senior Property Licensing Processing Officer Communities Protection & Licensing**

### **Job Description and Person Specification**

**August 2024**

## Job Description

<b>Job Title:</b>	Senior Property Licensing Processing Officer
<b>Service Area:</b>	Communities
<b>Function:</b>	Community Protection and Licensing
<b>Team:</b>	Property Licensing Team
<b>Post number:</b>	S00398
<b>Grade:</b>	LBR 9
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hours
<b>Base location:</b>	Lynton House
<b>Reports to:</b> <i>Job title</i>	Property Licensing Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	Property Licensing Support Officers

<ol style="list-style-type: none"> <li>1. Role purpose and role dimensions:</li> <li>2. Overview of the job</li> </ol>	<p><b>Main Duties and Responsibilities</b></p> <p><b>General Team Management</b></p> <ol style="list-style-type: none"> <li>1. Lead, manage and supervise the work of up to 6 Processing Support Officers and ensuring that the property licensing work is carried out according to the needs and priorities of the service.</li> <li>2. Provide training, coaching and mentoring to licensing staff on the licence application process and any other procedures</li> <li>3. To ensure that work is undertaken in line with the Council's policies and procedures which meet the requirements of the appropriate legislation and codes of practice.</li> <li>4. To oversee and assess the quality of licence processing and housing standards administration within the set timeframes. This is to ensure that the finished documents are of a good standard and meet regulatory requirements and KPIs.</li> </ol> <p><b>Human Resources</b></p> <ol style="list-style-type: none"> <li>5. Carry out regular one to ones, appraisals, and performance reviews in line with the agreed framework.</li> <li>6. Provide ongoing guidance, coaching, mentoring, and support to staff on processes in line with developments.</li> <li>7. To manage and implement the Council's Health &amp; Safety, disciplinary, capability, grievance and absence monitoring and other Council procedures, relating to staff initiating corrective action where required.</li> <li>8. Support staff when they are undertaking approved development courses.</li> </ol> <p><b>Performance Management</b></p> <ol style="list-style-type: none"> <li>9. To support the manager in the delivery of flexible customer focused services which meets the service performance targets and licensing scheme objective.</li> <li>10. To effectively manage and record performance and motivate team members to deliver against KPI's. Monitor performance and progress with the use of databases, dashboards and all other available tools.</li> <li>11. To implement and monitor the agreed performance-management framework for line management reports.</li> <li>12. To contribute to the smooth running of the service by identifying and resolving issues that may cause service delays.</li> <li>13. Ensure that staff comply with the Council's data protection and IT security policies.</li> <li>14. Run reports on individual staff performance and address any concerns in regular 121 sessions each month.</li> </ol> <p><b>Decision Making and Responsibilities</b></p> <ol style="list-style-type: none"> <li>15. To decide on whether the temporary exemptions, revocations, refusals, variations and be responsible for cases of a more complex nature.</li> <li>16. Responsible for triaging complex Housing Standards cases.</li> <li>17. Work in partnership/liaise with internal and external stakeholders to support compliance with licensing and housing standards requirements.</li> </ol>
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18. Make detailed assessment about suitability of licence holder being fit and proper and apply a fit and proper test to persons of concern whilst referencing the relevant legislation in the decision process.
19. To act as a source of expertise within the team on processes, procedures, lead on specific projects and other.
20. Leading in more complex cases and presenting them at weekly panel meetings and consulting with colleagues to reach a decision.
21. Forecast work volumes and allocate by priority
22. Ensure preparation of work is carried out ready for allocation.
23. Carrying a caseload of more complex cases to support volumes as required by service. Keep abreast of how to process licences in order to support staff to navigate the process and identify areas for improvement.
24. Act as a substitute for team manager as required. Provide cover for peers when required.
25. To identify non-compliance and contraventions, record decisions on the panel register and make referrals to the appropriate department or agency.

### **Customer Service**

26. To provide an efficient and effective service that meets corporate targets while maintaining excellent customer service.
27. To respond to corporate complaints, FOI's and members enquiries regarding property licence applications. Liaise with other service areas such as the Customer Contact Centre to ensure enquiries from members of the public are answered correctly or directed to the right person.
28. Provide a supervisory role to staff while answering customer calls and enquiries about service and occasionally dealing calls and enquiries directly. Ensure that responses are in line with corporate policy & service standards and are dealt with appropriately and in a timely fashion.
29. Monitor the department mailboxes to ensure work is allocated and assess performance of responses. To highlight periods of increased traffic and resource requirements to team manager.
30. Lead in managing large Landlord Portfolios and being available to assist them through the process.
31. Update the Council's website and send out communications via the Council's systems as required.

### **Finance**

32. Authorising agency staff timesheets.
33. To occasionally support the debt recovery officer but limited to CPN invoicing, taking payments, reporting on unpaid CPN's and weekly income generated.
34. Process payments and issue refunds after required verifications in line with the Council's financial guidance and ensure the system is functioning correctly, reconcile any payment discrepancies, and report any issues.
35. Work with processing officers to ensure timely collection of outstanding payments
36. Raise invoices, check records and authorise batches across the service as required.

	<p><b>Technical Support</b></p> <p>37. To have a working knowledge of the technical requirements associated with Parts 2-3 of the Housing Act 2004.</p> <p>38. Preparing bundles for Tribunal cases, writing witness statements and giving evidence at First Tier Tribunal and Upper Tribunal hearings.</p> <p>39. As directed by the Team Manager to write confidential policy, and briefings and prepare work instructions, work plans, procedures and best practice protocols for new and existing staff.</p> <p>40. To represent the Service at internal and external meetings including Landlord Forums and delivering Landlord training when new schemes come into play.</p> <p>41. To be aware of other statutory applications, planning applications and other schemes submitted from outside bodies and other departments of the Council as directed by the Team Manager.</p> <p>42. To recruit and train staff in respect of the post holder's area of responsibility. This includes preparing and undertaking induction.</p> <p>43. To contribute to the Service Area Plan and Medium-Term Planning process in monthly CP&amp; L Management Meetings and huddles.</p> <p>44. To undertake ad hoc assignments and projects from time to time in connection with the work of the Group. To determine resources required and set time limits for the completion of projects. To coordinate the production of reports and recommendations on completion of projects if required. To consult and maintain liaison with stakeholders in the project.</p> <p>45. Testing new software and assisting in writing new workflows as required.</p> <p>46. Responsible for arranging staff access to relevant systems</p> <p>47. Ensure a high level of competency and experience in navigating databases and application processes and identifying and implementing system improvements.</p>
<p><b>Key external contacts:</b> <i>Organisations</i></p>	<ul style="list-style-type: none"> <li>• Land Registry</li> <li>• Police (Safer Neighbourhood Officers, Met Police Licensing, Redbridge Community Police Team)</li> <li>• Professional Bodies</li> <li>• London Fire Brigade Fire Safety Services</li> <li>• HMRC Revenue &amp; Customs compliance officers</li> <li>• UK Border Agency Officers</li> <li>• Health and Safety Executive Lead Officers</li> <li>• Landlord Associations</li> </ul>

<p><b>Key internal contacts:</b> <i>Job titles or groups of staff</i></p>	<ul style="list-style-type: none"> <li>• Revenues and Benefits</li> <li>• Licensing Authority Team</li> <li>• Anti-Social Behaviour Team</li> <li>• Trading Standards Service Enforcement Staff</li> <li>• Environmental Health Service Enforcement Staff</li> <li>• Redbridge Enforcement Officers.</li> <li>• Planning Enforcement Officers</li> <li>• Building Control Enforcement Officers</li> <li>• Legal Services</li> <li>• Emergency Planning Officers</li> <li>• Information Governance</li> <li>• Housing</li> <li>• Communications team</li> <li>• Finance - cash control</li> </ul>
<p><b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount.</i> <i>Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Ensuring procedures are followed in relation to the recovery of income from work in default and other charges. Reconciling payments and arranging refunds, invoicing and raising Purchase orders.</p>
<p><b>Key areas for decision making:</b></p>	<p>Making decisions in relation to the appropriate legal action regarding individual properties including licence refusals, revocations and awarding Temporary Exemptions.</p>
<p><b>Other considerations:</b> <i>E.g. working patterns</i></p>	<p>The Officer will occasionally need to work outside of normal working hours to attend Forums or meet deadlines.</p>
<p><b>General accountabilities and responsibilities</b></p>	
<p><b>Green Statement</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<p><b>Data Protection Information Management and Confidentiality</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>• Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>• Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>

<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of reprimand.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Any prospective post-holder is expected to provide a CRB Disclosure (enhanced) which must be provided before commencement in post. Employee references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards and risks to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>Supporting and contributing to value for money, service efficiencies and improvements.</li> <li>Supporting other Team Members giving training, guidance and support as may be appropriate</li> </ul>
<b>Flexibility</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and competence.</li> </ul>
<b>Financial Management</b>	Drive up income and reconcile payments where required, raise invoices, authorise batches.
<b>Specific Duties</b>	The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and competence.

**Security Check**

This position requires a Baseline Personnel Security Standard check

**Person specification**

<b>Job Title</b>		<b>Senior Property Licensing Officer</b>				
<b>Service Area</b>		<b>Communities</b>	<b>Function</b>		<b>Community Protection &amp; Licensing</b>	
<b>Team</b>	<b>Property Licensing</b>	<b>Post number</b>	<b>S00398</b>	<b>Grade</b>	<b>LBR</b>	
<b>Method of candidate assessment: A = Application Form I = Interview T = Test</b>						
<b>Selection Criteria</b>					<b>A - I - T</b>	<b>Weighting</b>
<b>Education and Qualifications:</b>						
1. Five GCSEs of grade C or above (including English and Maths) or equivalent or equivalent work experience.					A	2
2. Experience in a relevant job or a specific relevant subject					A	2
3. HHSRS trained an advantage					A	3
<b>Experience:</b>						
4. Experience of working in a high pressured fast paced environment					A-I	3
5. Significant experience of using databases to accurately record information					A-I	2
6. Experience of working to tight timescales					A-I	2
7. Significant experience of referring to housing legislation to help with decision making					A-I	3
8. Experience of managing people and driving up performance					A-I	2
<b>Skills:</b>						
9. High level of accuracy and attention to detail					A-I-T	3
10. Good interpersonal skills with an ability to deal with potential conflict with difficult customers, explaining complex issues					A-I	3
11. Good customer service skills with the ability to liaise with customers via telephone or through written correspondence in a helpful, professional manner					A-I	3
12. A flexible approach to working practices and the ability to work under pressure					A-I	2
13. An ability to work both individually and as part of a team					A-I	3
<b>Knowledge:</b>						
14. Able to demonstrate a knowledge and understanding of IT including case management databases and Microsoft applications, with the ability to quickly learn new systems when necessary					A-I	3
15. Knowledge of property licensing					A-I	2
16. Commercially aware and an understanding of the property rental sector					A-I	1
<b>Aptitude &amp; Ability:</b>						
17. A high degree of motivation					A-I	3
18. Able to work to tight timescales while retaining a high quality of work and meeting deadlines.					A-I	3
19. An ability to communicate effectively clearly and concisely, both orally and in writing					A-I	3
20. The ability to show discretion when dealing with sensitive or confidential information					A-I	3
21. Able to demonstrate good judgement and use of initiative					A-I	3

22. An ability to come to sound objective decisions based upon an analysis of the facts and work within clearly defined levels of authority	A-I	3
23. An ability to plan, organise and prioritise work to meet deadlines and targets under own initiative	A-I	3