

## **Place**

# **Property Licensing Support Officer Job Description and Person Specification**

**June 2018**

## Job Description

<b>Job Title:</b>	Property Licensing Support Officer
<b>Department:</b>	Place
<b>Function:</b>	Consumer Safety and Enforcement
<b>Team:</b>	Property Licensing
<b>Post number:</b>	Various
<b>Grade:</b>	LBR6
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36
<b>Base location:</b>	10 <sup>th</sup> Floor Lynton House
<b>Reports to:</b> <i>Job title</i>	Property Licensing Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>Work as part of a team to deliver the day to day licensing support functions in an effective, efficient and customer friendly manner</p> <p>Provide a first point of contact for tenants and landlords when they need specialist advice and information about property licensing</p> <p>Support the work of the enforcement officers by ensuring all information entered onto the database is accurate and up to date</p> <p>To work effectively with other internal services to ensure a joined up service</p> <p>Delivery of appropriate business support processes within the Property Licensing Team.</p>
<b>Key external contacts:</b> <i>Organisations</i>	<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>• Council Tax</li> <li>• Housing Benefit</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>• Street Scene Enforcement Staff</li> <li>• Planning Enforcement Officers</li> <li>• Legal Services</li> <li>• Vision / Leisure Services Event Staff</li> <li>• Emergency Planning Officers</li> <li>• Legal Services</li> </ul>
<p><b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<ul style="list-style-type: none"> <li>• Calculating fees and charges</li> <li>• To receive payments in respect of licence applications including issuing receipts and recording transactions in accordance with financial rules and procedures.</li> </ul>
<p><b>Key areas for decision making:</b></p>	<p><b>Determining;</b></p> <ul style="list-style-type: none"> <li>• Making decisions in relation to the validity of documents provided by landlords</li> <li>• Calculating the level of fee due to be paid</li> <li>• Calculating the maximum occupancy of a property taking account of national and local guidance</li> </ul>
<p><b>Other considerations:</b> <i>E.g. working patterns</i></p>	<p>May be required to work out of office hours to support events</p>

<p><b>Key accountabilities and result areas:</b></p>	<p><b>Key elements:</b></p>
<p><b>Checking and recording of information</b></p>	<p><b>This will involve:</b></p> <p><b>Checking;</b></p> <ul style="list-style-type: none"> <li>• applications to ensure they are completed correct</li> <li>• the validity of documentation submitted to support the application and ensure that it is kept safe and recorded on the database</li> <li>• internal and external databases to verify the information given</li> </ul> <p><b>Recording;</b></p> <ul style="list-style-type: none"> <li>• accurate recording of all actions taken and advice given</li> <li>• all payment information taken keeping safe all financial details given</li> <li>• setting up new service request ensuring detailed information is included to allow a prioritization of work</li> </ul>
<p><b>Providing Advice and Assistance</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Keeping up to date with changes to legislation and guidance in relation to the property licensing schemes</li> <li>• Providing advice and assistance on individual applications both in writing and verbally</li> </ul>

<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Dealing with landlords and tenants who may be aggressive and difficult</li> <li>• Ensuring customers get the right information which is accurate and up to date</li> <li>• Assisting vulnerable tenants when the relationship with their landlord has broken down</li> <li>• Remaining calm during difficult conversations</li> </ul>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<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>
<b>Data Protection/Confidentiality</b>	<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 recrimination.</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. Where you work in such a post the Council will require a DBS Disclosure check and 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 defectives and hazards 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> </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 your the grading level and competence.</li> </ul>

## Person Specification

<b>Job Title:</b>	Property Licensing support Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		<b>A - I - T</b>	<b>Weighting</b>
<b>Minimum education/ qualifications:</b>	Five GCSEs of grade C or above	A	3
<b>Minimum experiences/knowledge/skills and abilities</b>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a high pressured fast paced environment</li> <li>• Significant experience of using databases to accurately record information</li> <li>• Experience of working to tight timescales</li> <li>• Experience of working in an enforcement service</li> <li>• Experience of dealing with difficult potentially aggressive customers</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• High level of accuracy and attention to detail</li> <li>• Good interpersonal skills with an ability to deal with potential conflict with difficult customers, explaining complex issues</li> <li>• Good customer service skills with the ability to liaise with customers via telephone or through written correspondence in a helpful, professional manner</li> <li>• A flexible approach to working practices and the ability to work under pressure</li> <li>• A high degree of motivation</li> </ul> <p><b>Abilities:</b></p> <ul style="list-style-type: none"> <li>• An ability to work both individually and as part of a team</li> <li>• Able to work to tight timescales while retaining a high quality of work</li> <li>• An ability to communicate effectively clearly and concisely, both orally and in writing</li> <li>• An ability to come to sound objective decisions based upon an analysis of the facts and work within clearly defined levels of authority</li> <li>• An ability to plan, organise and prioritise work to meet tight deadlines and targets under own initiative</li> <li>• Able to input complex information into the database accurately</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Sufficient knowledge of common hazards in the home to be able to give basic advice to tenants</li> <li>• Understanding of the Housing Health and Rating Scheme (HHSRS)</li> <li>• Knowledge and understanding of IT including case management databases and Microsoft applications, with the ability to quickly learn new systems when necessary</li> </ul>	<ul style="list-style-type: none"> <li style="margin-bottom: 2px;">A-I</li> <li style="margin-bottom: 2px;">A-I</li> <li style="margin-bottom: 2px;">A</li> <li style="margin-bottom: 2px;">A-I</li> <li style="margin-bottom: 2px;">A</li> <li style="margin-bottom: 2px;">A-T</li> <li style="margin-bottom: 2px;">A-I</li> <li style="margin-bottom: 2px;">A</li> <li style="margin-bottom: 2px;">A</li> <li style="margin-bottom: 2px;">A</li> <li style="margin-bottom: 2px;">A-I</li> <li style="margin-bottom: 2px;">A</li> <li style="margin-bottom: 2px;">A-I</li> <li style="margin-bottom: 2px;">A-I</li> <li style="margin-bottom: 2px;">A-I</li> <li style="margin-bottom: 2px;">A</li> <li style="margin-bottom: 2px;">A</li> <li style="margin-bottom: 2px;">A</li> </ul>	<ul style="list-style-type: none"> <li style="margin-bottom: 2px;">2</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">2</li> <li style="margin-bottom: 2px;">2</li> <li style="margin-bottom: 2px;">2</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">2</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">2</li> <li style="margin-bottom: 2px;">3</li> <li style="margin-bottom: 2px;">2</li> <li style="margin-bottom: 2px;">2</li> <li style="margin-bottom: 2px;">3</li> </ul>