

London Borough of Redbridge
Role Description and Person Specification

Role Title:	Senior Private Sector Housing Project Officer		
Directorate:	Communities	Grade:	10
Department:	Civic Pride	Hours/weeks:	36 hours/52.14 weeks
Function:	Private Sector Housing	Post number:	
Team:	Property Licensing	Base/location:	Lynton House
Reports to:	Business Improvement & Delivery Manager		

Responsible for:	Line management of service Apprentices and supervision (indirect management) of project officers, Senior Processing Officers, Processing Officers. Deputise for the Business Improvement & Delivery Manager & Property Licensing Processing Manager as required.
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Overall, Purpose:	Role
	This role is responsible for driving and embedding service-wide improvements that enhance the effectiveness, consistency, and quality of private sector housing operations. The postholder will support the development, implementation, and continuous refinement of robust processes, policies, and governance frameworks across multiple projects and programmes. As a pivotal role within the service, the postholder will apply advanced project management expertise to ensure operational delivery meets organisational standards, achieves performance targets, and supports the strategic objectives of the directorate

Role Context:	<p>This role sits within the Private Sector Housing team and requires close collaboration with senior leaders, managers, and operational teams across the service.</p> <p>Working at the centre of service improvement activity, the postholder will use their strong understanding of property licensing and housing enforcement to help shape and drive forward enhanced ways of working.</p> <p>The postholder will play both a strategic and operational role in the delivery of projects and programmes, working directly with senior managers to support effective governance, financial planning, and informed decision-making.</p> <p>The postholder will work collaboratively with a wide range of stakeholders to develop and deliver effective engagement approaches.</p> <p>They should have strong technical acumen to understand, interpret, and optimise service systems and data to support informed decision-making and drive continuous improvement.</p>
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• **Key Accountabilities and Result Areas**

<p>1. Strategy and Planning</p>	<ul style="list-style-type: none"> • Provide research, analysis, that support service wide initiatives that meet the priorities and strategic direction of the Private Sector Housing team. • Play a proactive role in the development, review, and refinement of policies, procedures, and service standards. • Develop innovative and evidence-based approaches to engaging landlords and tenants, providing clear recommendations to senior leaders. • Identify and resolve barriers to progress, ensuring projects and programmes are delivered effectively and in line with organisational priorities. • Demonstrate the ability to operate strategically and collaboratively with senior officers, directors, and elected members to support the delivery of corporate objectives.
<p>2. Operations and Support</p>	<ul style="list-style-type: none"> • Provide specialised project management leadership for private sector housing activity, ensuring programmes are delivered to scope, budget, and timescales. • Develop, implement, and maintain effective systems, processes, and procedures that support operational efficiency and continuous service improvement. • Lead on the development and operation of robust customer feedback mechanisms, using insights to drive service enhancements. • Manage and oversee public communication platforms, ensuring information is accurate, accessible, and aligned with corporate messaging. • Lead and monitor service wide procurement activity, including specification development, contract oversight, and compliance with procurement rules. • Prepare high quality briefings, reports, and presentations to support senior leaders, governance boards, and stakeholder decision-making. • Support performance management by tracking, analysing, and reporting on key performance indicators to ensure service standards are met and areas for improvement are identified. • Represent the Council at external meetings, events, and forums, demonstrating professionalism and promoting the objectives of the Private Sector Housing service
<p>3. Systems and Process Development and Improvement</p>	<ul style="list-style-type: none"> • Develop, implement, and maintain clear, robust processes and procedures across Private Sector Housing and the wider directorate to support consistent, high quality service delivery. • Monitor and analyse service performance, identifying trends, risks, and opportunities to drive continuous improvement. • Maintain strong data governance, ensuring all systems, policies, and procedures comply fully with GDPR and wider information security requirements. • Track, review, and report on team performance in relation to FOIs, complaints, and other statutory reporting obligations, ensuring timely and accurate responses. • Commission, manage, and review supplier contracts, including effective use of the ProActis contract management system to ensure compliance and value for money. • Monitor and track project related budgets, providing accurate financial information to support planning and decision-making. • Use and optimise case management systems to support efficient processing, enforcement activity, and effective record-keeping across the service.

4. Communication/ Partnerships	<ul style="list-style-type: none"> Communicate confidently and effectively at all levels, tailoring messages to diverse audiences including senior leaders, partners, and members of the public. Build, develop, and maintain strong, productive working relationships with internal teams and a wide range of external partners Design and deliver engagement programmes, including organising public events, consultations, and feedback activities that strengthen relationships and support service improvement. Lead on the planning and delivery of effective marketing, advertising, and communication campaigns to raise awareness of property licensing, housing standards, and key service initiatives.
5. Performance and Standards	<ul style="list-style-type: none"> Develop, implement, and maintain clear, robust processes and procedures across Private Sector Housing and the wider directorate to support consistent, high-quality service delivery. Monitor service performance proactively, analysing data to identify trends, risks, and areas for improvement that support strategic decision-making. Maintain strong data governance, ensuring all systems, policies, and procedures comply fully with GDPR and wider information security requirements
6. Key Performance Outcomes	<ul style="list-style-type: none"> That service provision meets all required Performance Indicators (local and corporate) targets and service delivery adheres to all Council policies and Procedures
7. Resource Management	<ul style="list-style-type: none"> Responsible for £10,000 project budget and approval limit of £1,000. Responsible for personal equipment Responsible for management of the service apprentices
8. Corporate Accountabilities	<ul style="list-style-type: none"> All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
9. Flexibility	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p>

Person Specification			
Knowledge & Experience		A - I - T	weighting
1. Statutory or Mandatory qualifications:	<ul style="list-style-type: none"> Holds a relevant qualification in project management or is working towards a qualification 	A	2
2. Educational Ability	<ul style="list-style-type: none"> Educated to A level or equivalent work experience Ability to write reports, correspondence, briefing notes giving operational, technical, policy or strategic information. 	A	3
3. Key Subject Areas	<ul style="list-style-type: none"> Experience of working for a local authority Experience of working in private sector housing 	A	3

4. Contract Management	<ul style="list-style-type: none"> • Experience in undertaking procurement exercises including compiling specifications and maintaining contract registers 	A/ I	3
5. Financial	<ul style="list-style-type: none"> • Experience of finance support including raising purchase orders, tracking project budgets 	A/ I	3
6. Professional and Technical	<ul style="list-style-type: none"> • Experience of the use of ICT, the MS Windows operating system, MS Word, MS Excel, MS Project, MS PowerPoint, Databases including Civica, Rocktime, Agresso, ProActis, Granicus, 	A/ I	2
7. Knowledge / Experience	<ul style="list-style-type: none"> • Understand issues in the private rented sector and ways to drive improvement • Project Management Experience • Experience of working with landlords and tenants 	A/ I	3
8. Project Management	<ul style="list-style-type: none"> • Experience of managing multiple programmes/projects related to private sector housing • Proven track record of improving services and performance • Experience of benchmarking services • Experience of working in an agile environment 	A/ I	3
9. Customer Engagement	<ul style="list-style-type: none"> • Extensive knowledge of customer engagement frameworks and structures in a local authority setting • Practical experience of successful customer engagement and management of large-scale public events. • Experience of working with voluntary sector partners • An understanding of the diversity of landlords and tenants within the private rented sector • Experience of managing advertising and marketing campaigns including website administration • Experience in identifying training needs for customers and sourcing and facilitating training 	A/ I	3
10. Leadership	<ul style="list-style-type: none"> • Provide supervision to junior officers to ensure project objectives are achieved on time • Fosters powerful and productive working relationships both within the service, cross functionally and externally with stakeholders 	A/ I	2
11. Policy Development	<ul style="list-style-type: none"> • Play a proactive role in the development of policies and procedures • Identify external funding opportunities & ensure appropriate & timely bids are made to maximise resources available. • Proven track record of operating strategically with members and senior managers in the delivery of corporate objectives. 	A/ I	2
12. Communication	<ul style="list-style-type: none"> • Able to present and communicate findings in a way that can be understood by a wide range of people. • Ability to represent the council at public events 	A/ I	3

<p>13. Corporate Behaviours</p>	<ul style="list-style-type: none"> The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours. 	<p>A</p>	<p>2</p>
<p>14. Effective and Collaborative Team Working</p>	<ul style="list-style-type: none"> To take responsibility for personal development and actively participate in all learning and development. To participate in the ongoing development, implementation and monitoring of service plans. To support and contribute to value for money, service efficiency and improvement. 	<p>A</p>	<p>2</p>
<p>15. Working Pattern and Travel</p>	<ul style="list-style-type: none"> This post is offered on a full-time basis The postholder will predominantly be based at Lynton House but travelling to other sites/locations may be required There may be instances when the postholder will be required to work outside of normal office hours when required to attend Committees and other meetings Work will be subject to constant, frequent change and involve the management of conflicting priorities and deadlines 	<p>A/ I</p>	<p>2</p>
<p>16. Corporate Accountabilities</p>	<ul style="list-style-type: none"> All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities. These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care. 	<p>A</p>	<p>3</p>
<p>17. Flexibility</p>	<ul style="list-style-type: none"> The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence. 	<p>A/ I</p>	<p>3</p>

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