

## **Job Profile - Housing Regulations Licensing Manager**

- Job family                    Team Manager
- Pay range                     Band 12
- Line manager                Head of Private Sector Housing
- Reports                        Housing Regulation Licensing Team Leader, plus others
- Directorate                  Housing, Neighbourhoods and Building Services
- Location                      Portsmouth City Council Guildhall Offices

### **Job purpose**

Portsmouth City Council has designated a city wide Additional licensing scheme for Houses in Multiple Occupation (HMOs) across Portsmouth. This is an exciting opportunity to lead a new team delivering this Additional HMO Licensing scheme.

You will lead, develop, and operationally manage a team of officers responsible for the enforcement and administration of the additional HMO scheme within the Private Sector Housing service for Portsmouth City Council. You will ensure the service complies with relevant legislation, regulations and policies, and is a high quality effective regulatory service.

We are looking for an enthusiastic, motivated, and dedicated manager with a demonstrable commitment to top quality regulatory services, with relevant qualifications and/or experience.

The Council will offer appropriate support to the successful candidate in their professional development

### **System Purpose**

The fulfilment of the purpose of the service is the primary focus as should be the aim at all times

- Provide help and advice to make homes liveable, safe and healthy.

### **What is the role?**

The Housing Regulations Licensing Manager is a leading professional in the delivery of the council's enforcement and regulatory services with respect to licensing of Houses in Multiple Occupation. Their role is to ensure that legislation is fully understood and met, and that local policies are developed and then delivered.

The role will focus upon legislative compliance supporting the Head of Service in matters including

- Ensuring that policy is clear, transparent and professionally communicated
- Legal proceedings, including prosecutions, civil and formal actions
- Maintain and development of the relevant IT systems and data management systems.
- Ensuring system thinking principles and value steps against the purpose are understood, maintained, and managed

- Provide support for the Housing Regulation Licensing Team Leaders and other direct reports
- Team development and training
- Directly respond to customers
- Understand and manage the budgets related to licensing and enforcement, and any that arise from management orders for properties.
- Ensuring that data is stored correctly and is able to be manipulated to create meaningful measures, upon which actions can be taken to improve the performance of the system.
- Plan and organise work to ensure the effective and efficient delivery of purpose of the service
- Support the team in taking enforcement action, where required and preparing for cases which may go to tribunal or court. This will include attending court to give evidence as a professional and reliable witness if required.
- Committing to the continual development of the service and personal professional development.

### **Licensing of HMOs**

- Ensure that any licensing scheme for HMOs is well managed, with clear measures to indicate performance
- Ensure that all standards and licence conditions are clearly and transparently communicated so that tenants and landlords have faith in the regulatory function of the council.

### **Ways of working**

The Housing, Neighbourhood, and Building Services Directorate use systems thinking as its approach to business improvement, which informs our understanding of the role of leaders and managers. The core role of any manager within the directorate is to understand and act on the system of work to drive improvement.

This will include:

- Ensuring that all staff have clarity about the purpose of the service from the customer's point of view;
- Ensuring we understand customer demand
- Use of robust data (measures) of performance to make visible the customer experience;
- Understanding the flow of work in the service to ensure we focus on what is valuable to the customer.
- Acting upon the system in response to barriers experienced by customers and staff to continually improve the service

People Management

- To motivate and inspire team members to continually improve, both themselves and the services they provide
- Undertake a line management function for the direct reports. This includes regular 1-2-1s, team briefs
- Undertaking investigations and subsequent actions with regard to issues relating to performance and conduct.

Other responsibilities include:

- To contribute to the development of, and deliver on, the relevant business priorities for the service and council as required.
- To work with colleagues on the development and delivery of strategies, and actions in relation to the private rental sector.
- To occasionally work with councillors in responding to specific housing issues as well as developing, explaining and implementing policies and strategies.
- To clearly and effectively communicate the council's work with regard to housing regulation and licensing of properties. This includes the occasional need to present to resident's groups, landlord or agent groups, external organisations, and briefing senior managers and councillors.

### **Who is the person?**

You will be someone who:

1. Must have successful operational management experience of an enforcement team in a regulatory field.
2. Will ideally hold (or be working towards holding) a level 6 qualification in housing, environmental health, environmental science, engineering or construction related qualification.
3. Holds (or is working towards holding) member level CIEH membership, chartered member of the CIH, or membership of another relevant body. This will include evidence of extensive continual professional development (CPD).
4. Have a high level of knowledge and experience of housing legislation and process around enforcement, particularly in regard to the private rental sector and HMOs.
5. The post holder will have experience of managing substantial budgets and be financially aware.
6. To have proven leadership, initiative and analytical skills
7. Will have the ability to communicate effectively both orally and in writing, for a range of audiences.
8. Experience of producing and presenting clear and concise written reports requiring a decision for Portfolio Decision Meetings (or similar governance board equivalents)
9. Working with the head of service be able to draft policies & standards in line with corporate aims.
10. Experience of successfully working as part of a team, as well as with other services and external organisations
11. Is emotionally resilient to deal with the impact of being exposed to customer's difficult circumstances, and in delivering a high profile service

with a number of different stakeholders. Being able to remain professionally detached and focused even if the message you deliver involves saying no in difficult circumstances.

12. Works proactively and is able to remain motivated, working on your own initiative in coordinating multiple tasks.
13. Is competent in the use of IT systems with a good working knowledge of Microsoft Packages (to include Word, Outlook, and Excel) and case management databases.
14. Experience of managing staff, including monitoring and improving performance using data
15. Is competent in the manipulation of data to create time series charts, and then be able to analyse and communicate the outputs.
16. An understanding of Systems Thinking approach in relation to the importance of applying value steps within the purpose of the service.

### **T&C of employment**

Working hours - Contractual hours are 37 hours per week, and core hours are 8.30am-4.30pm, but there will need to be flexibility to meet the demands of the service. There will be regular meetings outside of these hours, such as with councillors or residents groups. The role will be based in the Civic Offices in Portsmouth, but with the flexibility for some hybrid working.

Portsmouth is a city on the South Coast of England, and is the UK's only island city. We are 64 miles south of London and 19 miles south-east of Southampton. Our thriving commercial ferry port serves destinations on the continent for freight and passenger traffic, with easy access to France and Spain.

There are a number of benefits to working for Portsmouth City Council, including up to 31 days annual leave per year + bank holidays and the potential to purchase additional annual leave. You can join the Local Government pension scheme, one of the best and most generous available. Support for families Including time off for carers and free Access to Employee Assistance Program (EAP) and wellbeing support. Also a range of retail discounts via our reward portal offering discounts at retailers including IKEA, Currys, Tesco.

Notice period - In line with the council's policy, 2 months notice period is applied to this post

Learning & development - Support will be given to enable the post holder to continually develop their skills and experience. The council has a range of training opportunities.