

## Role Profile

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|---------------------|-----------------------------------|------------------|-----------------------|
| <b>Job Title:</b>   | <b>Property Licensing Manager</b> | <b>Grade:</b>    | <b>Grade 16</b>       |
| <b>Department:</b>  | <b>Community Protection</b>       | <b>Post no:</b>  | <b>57258</b>          |
| <b>Directorate:</b> | <b>Housing &amp; Environment</b>  | <b>Location:</b> | <b>Perceval House</b> |

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|--------------------------|--|
| <b>Role reports to:</b>  | <b>Head of Environmental Health and Trading Standards</b>  |
| <b>Direct Reports:</b>   | <b>Up to 4 team leaders including licensing enforcement, compliance and processing team leaders.</b> |
| <b>Indirect Reports:</b> | <b>Up to 40 officers across those teams and additional contractors, consultants and agency staff</b> |

*This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.*

### JOB DESCRIPTION

#### **PURPOSE OF ROLE:**

- To manage the council's private rented property licensing schemes including application processing, enforcement and compliance.
- To act as a technical expert in property licensing, ensuring the Council execute its statutory responsibility in these areas, always acts lawfully and applies its powers wherever appropriate to protect Ealing residents.
- To provide leadership, direction and management to multi-disciplinary and specialist property licensing teams to ensure the delivery of results and outcomes, supported by rigorous governance and management arrangements.
- To drive performance and oversee property licensing related projects in accordance with expectations, maximising effectiveness, value for money and reducing costs, whilst ensuring the delivery of statutory responsibilities.
- To ensure a commercial approach to the management of services, contractors and suppliers.
- To deliver continuous improvement and development of services drawing on best practice, emerging techniques and approaches.

- To work alongside the head of service to provide clear, impartial advice to the Council's Strategic leadership team, Leader, Portfolio Holders and Cabinet in all matters relating to property licensing scheme operation and policy as required.

#### **KEY ACCOUNTABILITIES:**

- The role will work with the head of service to lead, motivate, manage, and oversee the property licensing teams and look for opportunities to improve services and performance through new ways of working.
- To assume operational responsibility for front-line services to ensure these have clear and visible management at all times.
- On behalf of the organisation, ensure the delivery of statutory responsibilities and powers relevant to property licensing, ensuring the delivery of mandated services and application of enforcement powers are delivered lawfully and as set out via legislative requirements.
- To lead on, quality assure and take technical oversight of all enforcement approaches within property licensing, giving appropriate consideration to financial and reputational risk associated with the application of powers and the risk of legal challenge.
- To exemplify the values and behaviours supported by the Council including valuing diversity, within and outside the organisation. To work collaboratively across the Council teams with a 'One Council' approach.
- To lead on partnership approaches with both internal and external agencies such as the Met Police, LFB, UKBA and DLUHC, organising and leading joint operational work, partnership meetings and shared areas of priority.
- To oversee the delivery and performance of property licensing with a focus on robust financial management and budgetary control, project management and service performance in accordance with the Council's policies and procedures
- To lead on all aspects of people management and create high performing teams through effective management of people providing motivation, support and development and performance management
- To develop and implement property licensing service plans and property licensing scheme reviews with appropriate frequency, taking a lead role on engaging members, senior officers and General Purposes Committee to ensure engagement and political and senior leadership understanding and support
- Ensure all management processes comply with the Council's governance mechanisms including audit, procurement, risk management, health & safety, equalities and diversity.
- To support the head of service to provide the council's Councillors and Cabinet (portfolio) members with professional, objective, and balanced advice and

guidance, ensuring the effective implementation of policy decisions and enabling the effective scrutiny of services and decisions

- To act as the Council ambassador with appropriate stakeholders and present progress reports on emerging findings to inform governance boards, the Council's SLT, members of the Council's Cabinet enabling evidenced based and informed decision making.

#### **KEY PERFORMANCE INDICATORS:**

- Departmental performance indicators including indicators relating to enforcement outcomes, inspection delivery, licence applications received, licences granted, financial monitoring and achievement of property licensing scheme objectives.
- Key major project measures and benefits realised
- Resident and customer satisfaction levels
- Effective budget management within financial forecasts and limits

#### **KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

- Chief Executive, Strategic Directors, Ealing Directors Group, Cabinet / portfolio holders , Scrutiny Committees / panels and elected Members
- Assistant Directors and Service Heads across the Council
- External organisations within the borough including the Met Police, and LFB and other professional bodies.
- Central Government Departments, London Mayors Office, West London Alliance, GLA, Housing associations and other local authorities
- Suppliers and contractors
- External consultants and technical advisors

#### **AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

**Policy:** Oversight of key Council policies within service area

**People:** Approximate directly employed 20-40 and additional contractors, consultants and agency staff

**Financial:** This post will be delegated some responsibility of monitoring the budget of property licensing and budgetary forecasting. Overall responsibility for budget management sits with the head of service.

**Contractual:** A range of surveying, compliance and inspection contracts and procurements.

## Person Specification

Candidates are to please address the points set out below within the Person Specification section and provide examples.

### **ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES**

- 1) Ability to work in collaboration and partnership with Councillors, colleagues, internal services and external bodies such as voluntary groups, external service providers, private sector partners and government agencies to deliver integrated and improved services.
- 2) Ability to prioritise, make decisions and provide leadership for staff, including the establishment and maintenance of a performance management culture within, that supports continuous service improvement and outcomes for residents.
- 3) Ability to exercise prudent judgment within constrained time-scales and resources in the light of competing pressures and experience of managing complex budgets including monitoring forecasts, making adjustments to deal with any potential over or underspends and ensuring they comply with restrictions .
- 4) Knowledge, expertise and a proven track record of delivering and development of innovative approaches to ensure high quality outcomes for stakeholders, whilst enabling service improvement and new ways of working; utilising new delivery models, governance and operating structures.
- 5) Demonstrates an excellent practical understanding of current best practice in delivering frontline customer services within their area of expertise and evidence of experiential knowledge and understanding of the operational issues that may impact on the delivery of Services.
- 6) Knowledge of innovative approaches to sustainably enable and engage stakeholders and the ability to apply these approaches to create active citizens working alongside the council to deliver outcomes.
- 7) Demonstrates a political acumen and the ability to provide responsive, impartial technical advice to Councillors, Scrutiny Committees & panels, Cabinet (Portfolio) members, MPs.
- 8) Ability to motivate, enthuse and mentor individuals and teams and create a trusting positive culture.
- 9) Understanding of equality and inclusion challenges and how to address them within service delivery and the workforce.
- 10) Excellent communication skills, with the proven ability to present to a diverse range of internal and external audiences using a variety of media and

approaches. Evidence of influencing and negotiating skills with the ability to influence decisions.

**ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION  
(e.g. HCPC)**

- 1) Experience of managing a statutory and regulatory service at a level appropriate to the role with a high level of customer interaction in a complex and or similar organisation
- 2) Experience of enforcement, legal action, court proceedings including civil penalties and prosecutions.
- 3) Experience of managing a service through change while maintaining high levels of performance and work
- 4) Experience of working in an agile environment, anticipating and adapting to changes as a result of regulatory reforms, legislation and government guidance
- 5) A strong track record in driving performance standards and delivering service improvements with clear outcomes for customers
- 6) A proven track record of effective resource management, making efficiencies and commercial skills
- 7) Experience of managing complex IT systems and identifying where technology can improve efficiencies.
- 8) Experience in developing policies, providing advice and implementation to senior managers
- 9) A proven track record of success in managing diversity issues.
- 10) An Environmental Health degree, or fully equivalent appropriate professional qualification and experience appropriate to the role

## Values & Behaviours

| Improving Lives for Residents   | Trustworthy   | Collaborative  | Innovative   | Accountable  |
|---|---|--|--|--|
| <ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul> | <ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul> | <ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul> | <ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul> | <ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul> |