

Role Profile

Job Title:	Property Licensing Administration Officer	Grade: 6	Spinal column point range: 18 to 20
Department:	Place Delivery	Post no:	
Directorate:	Place	Location:	PH

Role reports to:	Senior Property Licensing Administration Officer
Direct Reports:	None
Indirect Reports:	None

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 assist with providing an effective, efficient and timely private rented property licensing administration service that meets statutory requirements and accords with the Council's policies, practices and procedures.
- To act as the first point of contact for receipt of private rented property licensing application enquiries.
- To provide accurate, technical advice and guidance to landlords/agents on compliance with private rented property licensing schemes and their statutory obligations under all applicable and relevant legislation, codes, best practice and policies.
- To undertake desktop licensing compliance checks.

KEY ACCOUNTABILITIES:

- To provide technical clerical and administrative support for the efficient delivery of private rented property licences.
- To provide a first point of contact for receipt of private rented property licensing application enquiries and to provide accurate technical advice on processes and legal requirements relating to such licences as well as sending out the appropriate literature upon request.
- Deal with enquiries in person and by phone in a professional, confident & positive manner, in accordance with the Council's policies & standards on customer

engagement, delegating & redirecting callers, or work arising, as required, and ensuring that urgent action is taken where necessary.

- To process private rented property licence applications, including renewals, variations, amendments and the notification of Council decisions on matters relating to licences in accordance with legislative requirements and council policies and procedures
- Following laid down procedures to undertake administrative checks of all certificates and documentation provided by licence holders and new applicants, checking statutory information is correct, including dates and notice periods, confirming as appropriate that licence application conditions have been met.
- Review application technical plans and drawings to determine and set applicable capacity within the property in accordance with relevant Housing Standards.
- Risk assess all applications, identifying high and low risk properties and specifying inspection dates in accordance with associated risk rating.
- Ensure that all required information is collected and accurately entered and recorded on relevant database system to enable proper processing of licence applications, liaising with relevant people as appropriate.
- To receive and process enquiries, comments, consultation and objections relating to private rented property licensing matters and arrange mediation with all interested parties as appropriate.
- To maintain the private rented property licensing schemes public register, licences and other records securely and confidentially.
- To deal effectively and efficiently with complaints and enquiries regarding private rented property licensing schemes, ensuring that calls and emails are processed and entered onto the relevant database system.
- To signpost customer enquiries/complaints to other departments within the council or to external agencies and ensuring due regard to relevant due diligence and safeguarding protocol and data protection/sharing agreements.
- To ensure that customer expectations are met to a high standard at all times by dealing with complaints in a timely manner as well as dealing with complex/agitated customers in a calm and polite manner and escalating their concerns to a team leader/senior manager if required.
- To maintain up-to-date skills and knowledge as required ensuring efficient and effective performance of duties.
- Have a duty of care for all Council assets/resources used in or provided for carrying out the post-holders duties and responsibility for their handling/use in accordance with legal requirements and council policy/procedures. Including handling cash within prescribed limits and according to procedures.

- Ensure that every aspect of personal conduct and service delivery is in accordance with as well as in the spirit of legal requirements, local and corporate procedures, instructions, guidance and policies including Ealing's Equality & Diversity and Dignity at Work policies, Customer Care Standards etc.
- Comply with the Data Protection Act 1998 as per the Council's Code of Conduct and specifically to safeguard all personal data held by the Council or collected by the post holder.
- To work flexibly. Post holders in most placements will generally work between 8am and 6pm Mondays to Fridays but may be required to work up to 14 hours a month outside these hours for which Time Off In Lieu will be given.
- To respond as required, commensurate with the post holder's levels of responsibility at times of civil emergency or to meet exigencies of the service.
- These duties and responsibilities may be varied to meet changing circumstances of the Council.

KEY PERFORMANCE INDICATORS:

- Relevant National and local performance indicators.
- Timely achievement of service objectives, targets and work programmes
- Accuracy.
- Exhibition of high levels of professionalism, personal leadership and team working

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Property Regulation Team Leaders and Senior Property Licensing Administration Officers
- Other council staff
- Residents and businesses
- Council Members
- Service stakeholders

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- **People.** Work collaboratively with staff in the team, dealing with colleagues from other services, the public and businesses.
- **Policy.**
- **Financial.** Processing, handling and banking money in accordance with the financial regulations and Audit requirements.
- **Legal.** Ensure licences are processed in accordance with legal requirements.

Person Specification

Key criteria – applicants need only address points with ** please give examples.

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. ** Ability and application to acquire the practical and theoretical knowledge and skills sufficient to effectively carry out the duties commensurate with the post.
2. ** Ability to accurately check and verify documents.
3. ** Ability to follow guidance and procedures in order to make technical decisions.
4. Good interpersonal skills relevant to duties.
5. Ability to work in teams.
6. ** The ability to undertake work programmes and meet targets.
7. Sufficiently numerate to carry out accurate simple calculations.
8. ** Ability to fulfil all spoken aspects of the role with confidence through the medium of English.

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

Essential Experience

1. ** Experience of office administration tasks and procedures.
2. ** Experience of working in a customer focused service.
3. ** Experience of using IT and web based applications.

Essential qualification(s)

1. Minimum: GCSE Maths and English grade C or above or equivalent and/or relevant work experience.

Values & Behaviours

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