

## Role Profile

### Ref: EJR:

<b>Job Title:</b>	Senior Property Licensing Administration Officer	<b>Grade:</b> 9	<b>Spinal column point range:</b> 34 to 36
<b>Department:</b>	Community Protection	<b>Post no:</b>	
<b>Directorate:</b>	Housing and Environment	<b>Location:</b>	PH

<b>Role reports to:</b>	Team Leader (Property Licensing Administration)
<b>Direct Reports:</b>	Property Licensing Administration Officers (x 3 - 5)
<b>Indirect Reports:</b>	Apprentices, work experience students

*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 provide an effective, efficient and timely private rented property licensing administration service that meets statutory requirements in accordance with the Housing Act 2004 and supports the work of the Property Regulation team to improve the safety and condition of private rented housing as part of the Council's Housing Strategy.
- 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 provide comprehensive technical support for the processing of private property licences and undertake desktop licensing compliance checks.
- To support and deputise for the Property Licensing Administration Team Leader.
- To be responsible for the management of Property Licensing Administration Officers, including training, development and progress monitoring to ensure maximum performance and key targets are met.

#### KEY ACCOUNTABILITIES:

1. To support, give guidance and provide effective day to day management of Property Licensing Administration Officers including regular one to one meetings, sickness return to work meetings and annual performance reviews ensuring service standards, objectives and targets are met.

2. To allocate tasks and manage officers as directed by the Property Licensing Administration Team Leader.
3. To be familiar with private rented property licensing legislation and be able to interpret and apply statutory requirements, best practice developments Council policy, practices and procedures within the post holders areas of responsibility.
4. To provide technical, clerical and administrative support for the efficient delivery of private rented property licences on complex matters.
5. To undertake training of Property Licensing Administration Officers on procedures and processes and provide coaching and mentoring as may be required for officer development.
6. To support the Property Licensing Administration Team Leader with the selection and recruitment of staff.
7. To provide a first point of contact for receipt of private rented property licensing application enquiries and to provide accurate technical advice in accordance with the Housing Act 2004 on processes and legal requirements relating to such licences as well as sending out the appropriate literature upon request.
8. Deal with complex 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.
9. To assist with the maintenance and implementation of written procedures for the submission and processing of privately rented property licensing. Ensuring procedures are regularly reviewed and updated so that they remain legislatively and procedurally up to date and fit for purpose.
10. To make judgements on the statutory process of granting or refusing private rented property licence applications, including renewals, variations, amendments and the notification of Council decisions on matters relating to property licences.
11. Undertake desktop assessments to ensure information, documents and certificates provided are accurate and comply with legislative requirements.
12. Review application technical plans and drawings to determine and set applicable capacity within the property in accordance with relevant Housing Standards.
13. Risk assess all applications, identifying high and low risk properties and specifying inspection dates in accordance with associated risk rating.
14. To be responsible for all payments, refunds, invoicing and reconciliation of accounts.
15. 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 internal and external stakeholders as appropriate.

16. 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.
17. To maintain the private rented property licensing schemes public register, licences and other records securely and confidentially.
18. To maintain the Private Rented Property council webpages, ensuring they are regularly reviewed and updated so that they remain legislatively and procedurally up to date and fit for purpose.
19. To deal effectively and efficiently with complaints and enquiries regarding private rented property licensing schemes and general property regulation matters. Ensuring that calls and all emails are processed and entered onto the relevant database system.
20. To respond to customer enquiries/complaints, providing information and advice. Also signposting customers 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.
21. 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.
22. To monitor the different streams of contact from customers, including emails and telephone calls and ensure that these are prioritised and accurately recorded.
23. To assist with the development and maintenance of internal IT databases as appropriate to modern best practice working arrangements.
24. To manage a number of competing priorities, ensuring that both reactive responsibilities such as call handling are effectively managed whilst completing other administrative functions such as the logging and processing of other reports and applications.
25. To maintain up-to-date skills and knowledge as required ensuring efficient and effective performance of duties.
26. 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.
27. 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.
28. 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.

29. 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.
30. 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.
31. 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
- Property Regulation Administration Officers and Regulatory Services Officers
- Other council staff
- Residents and businesses
- Council Members
- Service stakeholders

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

- **People.** Work collaboratively with staff in the team and direct management of Property Licensing Administration Officers, 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 – EJR

**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 support and give guidance to other less experienced team members.
3. Ability to supervise and monitor team members to ensure targets are met.
4. Ability to accurately check and verify documents.

5. Ability to follow guidance and procedures in order to make technical decisions.
6. Good interpersonal skills relevant to duties.
7. Ability to work in teams.
8. The ability to undertake work programmes and meet targets.
9. Sufficiently numerate to carry out accurate calculations and check financial data.
10. 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 dealing with complaints.
4. Experience of meeting performance targets.
5. Experience of delivering competent and professional communication via written and oral presentations both within and external to the organisation.
6. 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.

### **Competency levels**

The list below states the level needed in each competency for effective performance in a role.

1. Role requires a generally low level of competence. It may only require an **awareness of this competency**, or may provide experience to operate at a higher level.
2. Role requires a moderate level of competence, the ability to **cope with standard problems/common situations**, and competence at day-to-day application.
3. Role requires a high level of competence, the ability to **cope with unusual/non-standard problems and issues, and awareness of alternative options** and approaches to situations. Requires ability to guide or advise others in this area and is able to look ahead and anticipate future needs.
4. Role requires an exceptional level of competence and advanced application. Requires ability **to develop innovative approaches, stretch others' thinking and challenge them to excel** by setting exceptional standards.

**Results focus:** Sets and delivers stretching targets, in line with the Corporate Plan & Priorities and with Ealing's standards and procedures; seeks and takes responsibility for enhancing performance; does what is necessary to achieve the required output, rather than just performing a set of tasks. **Level 3**

**Customer focus:** Actively seeks to identify, understand and give priority to meeting customer needs. Acts in accordance with the needs of customers (external or internal), partners and the wider community. **Level 3**

**Job expertise:** Has the necessary technical and professional knowledge and expertise, and uses it effectively. The areas of job expertise required vary significantly between services and between roles. The areas required in any specific role must be discussed with individuals. **Level 2**

**Communication:** Uses clear language that can be understood by mixed audiences. Communicates effectively (speaking, listening, in writing and when presenting), as required. **Level 3**

**Change orientation:** Looks for and proposes ways to improve service and will, if necessary, challenge the status quo to produce improvement. Shows initiative, and adapts to change requirements, by continually striving to improve processes, activities, and own performance. **Level 3**

**Managing self:** Effectively organises self and projects as required, using Ealing systems, processes and policies. Can describe own strengths, development needs, impact and approach. Takes personal responsibility for own role and own development as a result. **Level 3**

**Working in teams:** Co-operates with others, by working together, supporting and influencing colleagues, and being a part of a range of teams as appropriate. Shares information with colleagues and partners to enable them to carry out their roles more effectively. **Level 3**

**Managing people and business (For managers only):** Manages the performance and development of all staff who report to them in a way that supports the Ealing vision and values. Encourages and supports staff and colleagues to develop to their full potential. Demonstrates sound financial, business and resource management.

**Leading in the organisation (For managers only):** Leads change and ensures effective implementation through programme and project delivery. Provides direction for the organisation and individual departments. Gains commitment from stakeholders to the vision, strategy and the resources required.