

Job Profile

Job Title: Housing Enforcement and Licensing Officer

Job Grade: Level 3 Zone 2

Salary Range: £36,984 - £42,526

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. With over 30% of households in Camden's private rented sector, it's the Private Sector Housing Service's responsibility to improve this important sector. The Camden Plan has committed to make homes in Camden safe, well-managed and well-maintained and taking an active role in shaping a private rented sector that works.

About the role

Sitting in the Private Sector Housing Service, within the Supporting Communities Directorate, the primary objective of the role is to improve standards within the private rented sector within Camden, whether this be through the investigation of complaints or through our Houses in Multiple Occupation licensing schemes. The role will enable you to utilise the full range of enforcement tools to tackle sub-standard private rented accommodation within the Borough, from HMO Licensing, improvement notices to Final Management Orders and Banning Orders. You will also be expected to promote the use of grants and landlord accreditation as an alternative or complementary approach, all with the aim of improving the private housing sector in the borough, with particular emphasis on the private rented sector.

You will be expected to:

- Demonstrate a basic understanding of our role in improving standards within the private rented sector.
- Contribute towards the key objectives of the service by:
 - Undertake HMO licensing inspections, including identification of defects, poor management practices.
 - Identify and secure interventions in the investigation of complaints and other enquiries and understand the situations where any intervention may not be required.
 - Effectively monitor the progress of works/actions required by informal/formal action
 - Demonstrate good customer care and communication skills in explaining complex and technical issues accurately, clearly and concisely both orally and in writing when dealing with all service users.
 - Develop a good understanding of relevant legislation utilised to tackle poor property and management standards within the private rented sector.

About you

You will have some experience in taking enforcement action and knowledge of housing standards including HMO licensing. Be trained on applying the Housing Health and Safety Rating System.

You will have completed one of the following relevant qualifications;

- BTEC in Environmental Health, BTEC/ONC in Building Construction or equivalent or relevant work experience, or
- Advanced Practical Certificate in the Private Rented Sector
- Diploma in Private Sector Housing Interventions
- Works towards (but not yet completed) Environmental Health Degree

Experience

- Demonstrate a good understanding of housing construction and components, and an up to date understanding of improvement trends and capabilities including those around energy efficiency.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Willing to gain experience of working collaboratively with internal and external partners to identify innovative and creative approaches to complaints and Camden objectives.
- Demonstrate your involvement in organising, coordinating and participating on projects as part of a team, and identify how this has led to a successful outcome.
- Knowledge of and ability to manage sensitive intelligence and information securely.
- Understand importance of accurate data entry in relation to updating management information systems and the consequential impact on business intelligence for the service.
- Demonstrate an awareness of politically sensitive issues.

Work Environment:

Mixture of office-based work and inspections of homes within the borough. Although mainly office-based, the role will involve lone working in a diverse range of environments, many potentially hazardous or sensitive in nature. Being in an enforcement role can result in confrontational situations. A thorough understanding and adherence to the Council's Health and Safety policy and guidance is imperative. You will know how to handle a wide range of situations and be prepared to receive advice and training to enhance your skills. Support from EHO

People Management Responsibilities:

None

Relationships:

This role will be expected to build and sustain effective partnership relationships with customers, colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Landlords, tenants and owners in private housing
- Cabinet members and ward councillors
- Directorates and services across the Council
- Government Departments and other Local Authorities, especially the Department for Levelling Up, Housing and Communities and Greater London Authority
- Local and national businesses / business representatives
- Police / London Fire Brigade

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the

application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG