

Job Profile

Job Title: HMO Licensing Officer
Job Grade: Level 2 Zone 2
Salary Range: £29,873 to £32,210

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.

As a HMO Licensing Officer you will play a critical role in the provision of a comprehensive support service for the Private Sector Housing Service. The delivery of legally compliant documentation for officers and the public through the preparation and service of statutory notices and licences within HMO licensing schemes, housing enforcement and other support roles as required.

About the role

The role sits with the Private Sector Housing Service. The aim of the role is to support Camden's houses in multiple licensing schemes (HMO), designed to improve standards within the private rented sector. The post holder will be expected to receive and process HMO licence applications, including checking for completeness and requesting additional/missing information where required. You will be expected to calculate correct fees, process payments and refunds, including the accurate updating and maintenance of records and run payment reconciliation reports.

Example outcomes or objectives that this role will deliver

- To prepare and serve statutory notices, including checks for accuracy
- To use various software packages to carry out duties, including Word and Excel and to use specialist databases, E.g. APP and any other IT system
- To provide an information service to members of the public, dealing with enquiries over the telephone and responding to written enquiries, including emails
- To participate in meetings, including minute-taking, and assist in arranging corporate events
- Responsible for providing information to enforcement officers, negotiating and recommending changes
- Receiving notice drafts, checking for accuracy against legal requirements and you will accurately prepare and serve a range of Statutory Notices for service to a good standard to reduce risk of legal challenge.
- You will produce reports from the database, and notifying officers of legal deadlines, anniversaries and milestones for actions whilst prepare invoices, land charge notifications and monitoring debts and their recovery.

- As Licencing officer you will be responsible for assessing the suitability of plans and safety certification including gas safety certificates and electrical reports and relating to HMO's and take corrective action where there are problems and process payments for applications over the phone and via the Council's financial system
- You will play a key part in the preparation of licences and notices for HMO licensing as well as the revocation of licences when necessary

About you

- Experience of working in an environment where accuracy is important
- Experience of working where deadlines and legal targets must be met
- Ability to deal diplomatically and confidentially with a range of stakeholders both internally and externally
- Good analytical experience , using data to reconcile daily reports
- Must be literate in use of MSWord, MS Excel and MS Outlook

Desirable:

- Civica APP management information system experience

Work Environment:

- Whilst the service is primarily based at our office in 5 Pancras Square, N1C 4AG, Camden operates a hybrid approach whereby the post holder may be required to work both in the office and from home as determined by service requirements.
- The post holder will be expected to work independently and will be seen to apply sound judgement and a commitment to delivering excellence and a high-quality service to community of Camden.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.
- All employees are expected to observe the Council's Health and Safety Policy and safety legislation whilst carrying out the specific duties and responsibilities of their post.

People Management Responsibilities:

N/A

Relationships:

- The post holder will be required to communicate effectively with the public – dealing with queries about licence applications and statutory notices.
- Liaise with members of the Private Sector Housing Service, providing them with advice and information to ensure the legal accuracy of the final product.
- Liaise with other Council departments – for example finance officers, planners, council tax, legal team

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. If that sounds good to you, we'd love to talk

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,