

Job Profile

Job Title: HMO Senior Licensing Officer

Job Grade: Level 3 Zone 1

Salary range: £33,789 - £38,465

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.

About the role

As a Senior 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.

- Ensure the provision of a responsive, outcome focused and cost-effective service with direct responsibility for delivering and improving the HMO Licensing application and validation process, including:
 - Lead on 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.
 - Lead on the process for issuing Civil Penalty Notices, ensuring accuracy is maintained to minimise errors and legal action.
 - Lead on developing and coaching licensing officers
- The post holder will be self-motivated and committed to drive improvement, taking personal responsibility for ensuring the delivery of an effective service across the Council and the Borough.
- Work closely with and support the HMO Licensing Manager and Operations manager to deliver on the outcomes for the council's HMO licensing scheme

Example outcomes or objectives that this role will deliver

- To take a lead in the identification, design and delivery of projects that improve the licensing services procedures.

- You will play a key part in the preparation of licences and notices for HMO licensing in line with written procedures as well as the revocation of licences when necessary.
- To support the work of the Licensing Officers on licensing and enforcement matters and be accessible to other team members in providing guidance, specialist knowledge and legislative understanding.
- To support the recruitment, induction, training and development of others as required.
- To receive and process HMO licence applications, including checking for completeness and requesting further information where required.
- To calculate correct fees, process payments and refunds, update and maintain records and run payment reconciliation reports.
- Credit Control - ensuring that income recovery is instigated with regards to licence fees and enforcement notices.
- To provide an information service to members of the public, dealing with enquiries over the telephone and responding to written enquiries, including emails
- Provide professional and expert advice and guidance to landlords / agents regarding the HMO licence scheme and process and respond to requests for information.
- Receiving notice drafts, checking for accuracy against legal requirements, checking for accuracy against written procedures. 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.

About you

- Essential: Experience in dealing with and following complex legislative requirements.
- NVQ Level 3 in Business Studies or similar qualification or possess substantial experience in a similar post.
- Knowledge of the Housing Act 2004 – specifically in relation to the licensing of Houses in Multiple Occupation
- Use of the Civica APP management information database
- Ability to take responsibility for a defined service area or outcome and to deliver it in a high-quality effective manner.
- Demonstrate political awareness, including experience of working with publicly elected representatives.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives.

- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Demonstrate excellence in customer care and understanding of the role of local government in supporting residents and businesses to access high quality services.
- Experience in dealing with enquiries and communicating with the public.
- Experience of working where deadlines and legal targets must be met.
- Experience of and ability to manage sensitive intelligence and information securely.
- Demonstrate experience of providing advice on complex cases and act as a mentor for training purposes.
- Ability to deal diplomatically and confidentially with a range of stakeholders both internally and externally

Work Environment:

- The role is predominately office based at 5 Pancras Square, although there will be opportunities to undertake site visits/inspections and attendance at external meetings.
- The post holder will be expected to work independently and with minimal supervision 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 own work within the empowered and enabled team culture, recognising, and utilising the expertise of others where appropriate.

People Management Responsibilities:

The post holder will not manage any staff.

Relationships:

Reports to HMO Licensing Manager – HMO Licensing

This role will be expected to identify, build, and sustain effective partnership relationships with 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:

- Cabinet Members and Ward Councillors
- Directorates and services across the Council

- Landlords and managing agents.
- Local and national businesses / business representatives
- Need to work collaboratively with colleagues within immediate team and colleagues from other Council services.

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

Structure Chart

