

Job Profile Information: Private Sector Housing Manager

This supplementary information for Private Sector Housing Manager is for guidance and must be used in conjunction with the Job Capsule for Job Family Social Care at Job Level 5 Zone 2

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- To lead in developing and delivering a strategy to improve housing conditions in the private housing sector using available statutory powers, innovative tools and available funding.
- To lead a group of managers and staff to deliver high-quality and innovative services to enforce against, advise and educate those responsible for providing services to private tenants.
- To put in place a framework for ensuring all rented properties that need a licence are issued with a licence; implement without delay, maximise income and with good satisfaction amongst stakeholders.
- Contribute to the development and delivery of council wide strategies affecting the private sector, e.g., homelessness prevention, fuel poverty, sustainability, trading standards, vulnerable occupiers, safeguarding, health improvement initiatives (e.g., Every Contact Counts) and wider housing strategies etc.
- To put in place comprehensive monitoring of service delivery to measure impact and outcomes.
- Deliver good quality services with flexibility, good customer service, innovation; continuous improvement and to minimise risk to the council's financial position.

Example outcomes or objectives that this role will deliver:

- To work collaboratively with those within and outside of the Council to maximise improvements to housing conditions within the private housing.
- Able to use performance information to drive service improvement and measure impact.
- To constantly ensure internal challenge to the way of working to drive improvement and efficiency, with the potential to deliver savings to the council.
- The role will require the presentation of complex information, mainly of a regulatory nature, to officers and stakeholders who require guidance and information.
- Some elements of the role are likely to be contentious or complex requiring support, tact, persuasion and sensitivity.
- Expectation that the service will use the wide range of powers and duties available to it to control poor housing and improve health and consider other capabilities that exist in the council and outside that will assist such as education or functions not enforced by the service.
- Authority to make regular decisions about a wide range of legal sanctions that have the potential to result in legal challenge and potential financial cost or gain to the council.
- The ability to adjust services and service delivery to accommodate changes in legislation that influence the focus and type of delivery, for example, the change to more formal enforcement against informal activity, or the delivery of work in default capabilities to reduce enforcement timescales.
- Ability to experiment with the method or type of delivery of non-enforcement services to seek change in the behaviour of owners or managers of rented housing and by providing varied financial incentives to encourage change and steer improvement in the private housing stock.

People Management Responsibilities:

- To manage a number of teams delivering housing condition enforcement, financial assistance and education within the private housing sector and ensure the safety and health of a range of occupant types is supported and protected.
- Set measures for monitoring staff and service performance and review the allocation of resources (staff and finances) to meet key objectives such as licencing.
- To carry out effective budget management with responsibility for budget control and forecasting of a range of cost centres both capital and revenue.
- The lead on policy development for the service and be a key contributor to the Council's Private Rented Sector Strategy/Housing Strategy.
- To oversee the delivery and development of a grants programme (Disabled Facilities Grant, and discretionary grants including Energy Efficiency, Empty Properties, Repairs and the potential for Loans) to deliver home improvements to enable independent living.
- To oversee and contribute to the development of the London Landlord Accreditation Scheme in consultation with key stakeholders
- Responsibility for spend or achievement of revenue budgets including income expectations across 8 cost centres with a value in excess of £800,000 and 2 Capital budgets delivering discretionary and mandatory grants with a total budget allocation of £1.5m and £2.2m respectively (as at January 2018 but subject to change).
- Responsibility for the management and monitoring of contracts for training and stray dogs and monitoring of contractors delivering adaptations.

Relationships:

- The post holder will lead in working across teams in the service and will be a key communicator for the service.
- The post holder will establish and maintain policy relationships both internal and external to the Council. These relationships may at times involve the resolution of contentious matters that will require persuasion and negotiation with contacts. The outcomes of these discussions may have implications for the achievement of business objectives.

Work Environment:

- Need to be flexible working across various environments.
- Occasionally required to attend and/or represent the council at evening meetings or committees with council members and other meetings with the public and non-council bodies.
- Work will be primarily office based with home working available with agreement of manager
- The post holder will be required to work independently.
- Work is subject to deadlines involving changing problems, circumstances and demands.

Technical Knowledge and Experience:**KNOWLEDGE**

- An in depth knowledge and understanding of the range of legislation that governs improvements in private sector housing.
- Knowledge of the construction methods and techniques of traditional housing to enable the correct application of legislation to its improvement.
- Understanding of the principal responsibilities and key issues in the delivering private sector housing improvements
- A detailed understanding of the roles and abilities of partner and stakeholders that deliver complementary services working towards improvements in conditions in housing and health.
- A good knowledge of the court, tribunal and regulatory structure to enable enforcement decision making.
- Knowledge and understanding of impending or expected national legislation to enable necessary adjustment of services.
- Good working knowledge of Regional policy, legislation, best practice.
- Good understanding of Industry developments in energy efficiency improvements,
- Advanced or high level of knowledge and skills in the specialist discipline or related area – Essential

- Hold a recognized management or business qualification or equivalent practical experience – Desirable
- To hold a professional qualification as an Environmental Health Officer and to provide advice to the Council in relation to the professional area – Desirable

SKILLS

- Ability to understand complex and statutory and non-statutory guidance
- Ability to manage staff and partnership structures effectively
- Ability to prioritise and work to deadlines
- Ability to task resources and manage interventions in evidence based manner
- Awareness of the political environment
- Ability to identify the development and training needs of colleagues
- Negotiation and influencing skills
- Self-motivated and able to work with limited direction
- Good communication skills both written and verbal
- Ability to analyse data and use a wide range of IT systems

EXPERIENCE

- Comprehensive knowledge and understanding of legislation, policy development, guidance, enforcement practice and case law and the ability to apply that knowledge to delivering high quality and responsive regulatory service for the improvement of private sector housing.
- Significant experience in house condition improvement work in the private Sector and to have an understanding of the strategic issues relating to private sector housing and the ability to act corporately in the development and implementation of any overarching Council Private Rented Sector Strategy/Housing Strategy.
- A comprehensive understanding of the range of current public policy issues and a good understanding of the role and functions of local government.
- The ability to lead and motivate a team of professional staff to desired outcomes.
- Sound knowledge and experience of partnership working to achieve the strategic objectives of the participating organisations.
- Experience in management of large groups of staff to include recruitment, setting of objectives and targets, motivation, appraisal and resolution of work behaviour problems. The ability to draw on the skills and knowledge of staff within other teams and utilise those skills to the benefits of the team targets
- Experience of managing resources effectively.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Chart Structure

