

Job Profile Information: HMO Licensing Manager

This supplementary information for *HMO Licensing Manager* is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

Camden Way Category 3

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 manage a team of around eight HMO Licensing Officers to deliver high quality support work related to HMO licensing and other private sector housing issues. To deliver a range of duties which will include responsibility for the quality and quick throughput of HMO licence applications and support for processes related to actions under the Housing Act 2004 and other miscellaneous legislation for the Private Sector Housing Team

Example outcomes or objectives that this role will deliver:

- The manager will coordinate the activities of the support team ensuring the team and team members perform to deliver to performance indicators, legal requirements and obligations in line with aspects of the Housing Act 2004 and other legislation.
- The manager will undertake regular performance meetings with individual members of staff recognising good performance and taking corrective measures to deal with underperformance, including high sickness levels, including performance for review.
- The manager will check and sign off final licences and other formal legal processes involved in HMO licensing as an authorised officer.
- To provide sound professional advice to officers as required, and to enable officers to maintain consistency of action to give confidence to landlords and stakeholders that they are being dealt with fairly.
- To be aware of all existing team processes, procedures and guidance and review them regularly to ensure they are still fully relevant to the team, particularly as they relate to the database. To allocate to members of the team to upgrade.
- To identify new team guidance to increase accuracy of action and team efficiency and liaise with team officers to make sure the guidance is affected.
- The Manager will be responsible for protecting the councils financial position and will monitor finances related to HMO Licensing, and will ensure the team reconcile payments and income and make adjustments where needed.

- The Manager will produce performance statistics on a range of issues suitable for reporting to others in conjunction with the Operations Managers.
- In conjunction with Operations Managers and the HMO Licensing Team will examine, determine and process applications in respect of HMO licensing and process HMO applications.

This will involve:

- Ensuring HMO applications are properly assessed and processed in accordance with operational procedures
- Coordinating the processing of HMO licence applications, making audit checks of work processes and monitoring/recording progress of work streams
- Undertaking document checks and checking validity of certificates
- Maintaining and developing filing and information systems and carrying out filing, scanning and photocopying as required
- Ensuring all information is accurately recorded electronically
- Responding to customers and giving advice about HMO licensing enquiries by phone and in writing
- Organising, recording and processing HMO licensing payments
- Check and sign off final licences and other formal legal processes involved in HMO licensing as an authorised officer.
- In conjunction with the team will ensure statutory notices are accurately and legally served in conjunction with casework officer

People Management Responsibilities:

- The post holder will be responsible for the activity of between 5 and 8 support staff. Staffing figures may fluctuate according to demand.
- The post holder will be responsible for performance assessment of individual staff members, including regular supervision meetings and performance review, disciplinary matters, authorisation of leave and will monitor staff sickness.

Relationships;

- There are a wide range of internal partners and customers involved in the work of the team. Particular importance is the need to liaise with Operations Managers in the Private Sector Housing Team and individual technical and enforcement staff.
- The post holder will need to work closely with other team managers, but especially the Licensing Operations Manager. The processes for HMO Licensing are interwoven with those of the officers inspecting licensable HMOs. The work to deliver a license will require a joint approach.
- Line management responsibility for the manager for all non-technical issues will be the Private Sector Housing Manager

Work Environment:

The role will be principally office based.

Technical Knowledge and Experience:

- Knowledge and understanding of the key Housing Act 2004 provisions relating to HMO licensing and housing enforcement
- People and performance management skills with the ability to lead a team to ensure delivery of a consistently high level of performance, quality and customer care.
- Expert user of systems and information systems, with the ability to collate, manipulate, analyse and present data.
- Expert practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes.
- Excellent organisational skills and ability to manage a complex and varied workload with a flexible and innovative approach to work.
- Demonstrate good customer care and communication skills (written and oral) including literacy, tact and diplomacy.
- Ability to manage workload with minimal supervision and able to make accurate, considered judgements and decisions.
- Ability to deal sensitively and discretely with confidential matters with an appreciation of confidentiality requirements within the workplace

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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>