

Job Profile Information: HMO Licensing Officer

This supplementary information for *HMO Licensing Officer* is for guidance and must be used in conjunction with the Job Capsule for Job Level 2 Zone 2

Camden Way Category 2

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 work as part of a team in the provision of a comprehensive support service for the Private Sector Housing Team
- To be responsible for 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.

Example outcomes or objectives that this role will deliver:

- 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
- 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

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 Team, 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.

Work Environment:

The role is office based.

Technical Knowledge and Experience:

Essential:

- 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
- Must be literate in use of MSWord, MS Excel and MS Outlook

Desirable:

- Proficient in Civica APP

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: