

Job Profile Information: HMO Senior Licensing Officer

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

Camden Way Category 3

Role Purpose:

- 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.

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.

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.

Technical Knowledge and Experience:

- Essential: Experience in dealing with and following complex legislative requirements.
- Desirable: NVQ in Business Studies or similar qualification
- Desirable: Knowledge of the Housing Act 2004 – specifically in relation to the licensing of Houses in Multiple Occupation
- Desirable: 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.
- The role will be based in an “enabled and empowered team” focussed service where all officers are expected to work as “one team” to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate.

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>

Structure Chart

Structure

