

Job Profile – Housing Investigation Manager

Job Title: Housing Investigation Manager

Job Grade: Level 4 Zone 2

Salary Range: £41,952 - £48,663

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.

The Council is the biggest landlord in Camden and this role is an important part of our Landlord Services management team. Social housing is a scarce resource and the housing investigation officers play a critical role in ensuring that council homes are occupied by those who need them most. The Housing Investigation team works closely with our ten neighbourhood housing teams to build and sustain strong partnerships with other services to benefit those who live in our stock. They are part of the Landlord Services Support Group along with our partnership team, welfare rights team, rent and court team and service development team.

About the role

The Housing Investigation Manager is:

- Responsible for the operational management of a specialist team of Housing Investigation Officers.
- The lead in the delivery and development of the Council's strategy for making best use of the housing stock through the detection, investigation and pursuance of housing fraud in accordance with legislation, and best practice guidelines
- To work effectively and creatively with colleagues in the management team to develop, maintain, monitor and review Camden's landlord services
- Responsible for ensuring the team has efficient systems for allocating work and recording outcomes.
- Responsible for coordinating responses to enquiries and requests for statistical information
- To ensure strategies and systems are in place to appropriately risk assess how the management and investigation of tenancy fraud is carried out.
- To provide support and guidance to staff and manage a caseload

About you

To take on this role you will need the ability to support and supervise a team of specialist housing investigation officers, ensuring high standards of professionalism and excellence. We are looking for someone who:

- Can work creatively and independently
- Can be the lead point of expertise in housing fraud on behalf of the council and represent Camden at internal and external events.
- Can apply sound judgement and take a robust and organised approach to housing fraud
- Has a good understanding of the law, legislation, policy and procedure sufficient to judge the quality of evidence obtained and to advise staff on the most appropriate action.
- Has the ability to prepare reports and presentations suitable for a variety of audiences
- Can role model and promote high standards of excellence, professionalism and customer care
- Has a strong understanding of how housing investigations work can reduce the Council's costs
- Is able to provide fraud awareness training to key stakeholders

Work Environment:

The role combines working from Camden's offices at 5 Pancras Square with home working.

Housing investigations officers are also linked to our neighbourhood housing teams and are likely to be based with these teams for at least part of each week

You must ensure that adequate health and safety measures are in place for team members at all times and carry out risk assessments as necessary.

People Management Responsibilities:

You will have overall staff management responsibility for the Housing Investigation Officers, i.e. performance management, recruitment training and development etc, ensuring casework is progressed to a timely and satisfactory conclusion in compliance with council policy, landlord services priorities, professional guidelines and legislation.

Relationships:

This team is part of the Landlord Services Support Group. To be effective you will need to maintain good working relationships and communicate effectively with contacts across the council and with various teams and individuals outside Camden. You will work

closely with colleagues in other services to resolve problems, minimise duplication and to pull in help from colleagues and partners where skills or knowledge are not available in the team. You will need to be able to identify barriers and obstacles to the work and address these collaboratively with peers and senior colleagues.

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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.