

Job Profile

Private Sector Housing Team Leader (Enforcement and Regulation) Grade: H

About the Job:

To lead and supervise the day-to-day operational service delivery of the Private Sector Housing and HMO Licensing team and the disabled facilities grant (DFG) team.

To maintain a high level of technical and professional competence in relation to the functions of the Private Sector Housing team and HMO Licensing and provide direction, advice, guidance and support to team members in the delivery of services.

To support the Enforcement and Regulation Service Manager and to deputise from time to time and work closely with operational team leaders to contribute to the delivery of the Council's housing services and broader corporate objectives.

To manage a personal workload appropriate to the skills and abilities of the post holder as determined by their line manager and provide support and oversight to the private sector housing teams caseload.

This is what we need you to do...

- Manage, motivate and support the Private Sector Housing and HMIO Licensing Team and coordinate the delivery of their work, providing guidance and direction ensuring that the service remains resilient and able to meet demand.
- Demonstrate a commitment to personal and team continuous professional development to keep abreast of any changing legislation or guidance and identify skills gaps and experience to inform service and workforce development plans.
- To maintain oversight of cases and reviews and initiate regulatory action to resolve matters using legal remedies. This may include any pre-court preparation and participation in court proceedings and hearings.
- Promote innovative options for the improvement of housing standards and work collaboratively with partners to promote good public health practices, safe and efficient housing and reduce the level of empty homes in the city.
- Ensure that housing interventions, HMO and mobile home site licensing and disabled facility grants are undertaken in accordance with their regulatory frameworks and a fair and consistent manner.
- Consider the financial implications of any activities affecting the
- The ability to communicate effectively, presenting information, through correspondence, verbally or in reports, and presentations; explaining statistics, matters of fact and procedures and to assert requirements.
- Support the development and implementation of service plans and performance outputs that contribute to the council's priorities.
- Deputise the Housing Regulation, Resettlement and Projects Manager in their absence.
- Develop and maintain productive and constructive relationships; generate effective engagement creating a collaborative working environment that drives performance and service development.
- Support the manager in pursuing options for income generation and business growth, ensuring that quality, customer focused and value for money decisions are made.
- Take on any other additional duties as reasonably required within Gloucester City Council.

Special Conditions

- To coordinate, participate or support any emergency or out of hours arrangements (where required).

use of council funds, seeking best value for money.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Evidence of working at a professional level, demonstrating competency of housing, construction, environmental and public health legislation and HMO Licensing.
- Experience of successfully leading on projects which have reflected in positive change.
- Experience of managing a team.
- Experience of managing budgets.
- Experience of coping well under pressure and dealing with difficult situations.

Knowledge, Skills and Understanding

- Ability to oversee the work of others, providing advice, guidance and support.
- Developed and effective organisational and implementation skills.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and respond to political context advising senior officers where required.
- Negotiation and engagement skills and ability to develop positive relationships with Members and stakeholders.
- Ability to work with changing technology and embrace change and digital transformation.

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City Being:** loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team leader you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 2 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- Graduate level or higher qualification in a relevant discipline e.g. Environmental Health, Housing or equivalent in experience and management.
- HHSRS practitioner qualification.
- Working towards or have either membership of a relevant professional body such as the Chartered Institute of Environmental Health, CenvH Registered; RICS or equivalent.

