JOB DESCRIPTION

Directorate: Housing and Wellbeing
Job title: Private Sector Housing Manager
Location: The Guildhall, Northampton
Grade: 10
Salary: £48,419 - £53,128
Section: Private Sector Housing
Reports to: Head of Housing & Wellbeing
Responsible for: Housing Enforcement Manager and Senior Adaptations Officer

JOB PURPOSE

To oversee the development, co-ordination and delivery of a high quality Private Sector Housing Service that uses advice, financial assistance, licensing, risk based interventions and enforcement action to meet the Council’s statutory obligations, improve housing conditions and increase the supply of good quality, well managed, private rented accommodation.

To ensure clear and effective controls for the licensing and regulation of houses in multiple occupation, together with a programme of action to bring empty properties back into use and to raise standards in the private rented sector, in order to increase housing supply and ensure that all private sector housing is safe, well managed and habitable.

To encourage an innovative and outcome focused, multi agency approach to improving housing conditions in the private sector, and ensure that applications for Disabled Facilities Grants are determined and administered in an efficient and timely manner, in order to make best use of the resources available and promote and enable independence.

To provide the Head of Housing and Wellbeing, the Corporate Management Board and Councillors with advice on issues relating to Private Sector Housing, in order to help set the strategic direction for the Authority.
KEY RESULT AREAS

To provide the Private Sector Housing Service with effective leadership and management, and to develop the role of the Council as an effective strategic authority.

In doing this, the Private Sector Housing Manager will:

1. Manage, motivate and develop the Private Sector Housing Team, ensuring that everyone receives regular supervision and appraisal in order to achieve a consistently high standard of work, an equitable distribution of the workload, effective performance monitoring, and delivery of the Council’s aims and objectives for housing and wellbeing.

2. Work collaboratively with the Housing Advice and Options Manager to ensure that the work of the Housing Advice and Options Service and the Private Sector Housing Service is well co-ordinated and that robust procedures are put in place to deliver efficient joined-up services that tackle disrepair and harassment and unlawful eviction, improve housing conditions, prevent homelessness and promote and enable independence.

3. Provide the Private Sector Housing Team with expert advice on all aspects of private sector housing legislation, and consult with Legal Services or Counsel when needed.

4. Develop and maintain close working relations with other services and organisations in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems and ensure that, where an input is required from a number of teams, service delivery is properly co-ordinated.

5. Actively promote multi agency working by providing strong and effective community leadership, improving communication and information sharing, working collaboratively with other services and partners (including Planning, Environmental Protection, Community Safety, the Fire & Rescue Service, Adult Social Care, Children’s Services, private landlords, social landlords and local advice and support providers) and raising awareness of the work of the Private Sector Housing Service.

6. Work collaboratively and proactively with a range of enforcement services to assist intelligence gathering and undertake joint operational work in order to make optimum use of resources, reduce housing crime and disrupt criminal activity.

7. Direct and develop the Housing Enforcement Team in a manner that makes effective use of advice, licensing, risk-based interventions and enforcement action in order to improve housing conditions – and effect a positive and sustained step change in the behaviour of landlords and letting agents – in the private rented sector.

8. Ensure that, when processing intelligence and undertaking investigatory and enforcement activity, the Private Sector Housing Team complies fully with the General Data Protection Regulation 2016 and the Data Protection Acts of 1998 and 2018 and that, where it is necessary to share sensitive data in order to inform and support enforcement work, this is done legitimately.
9. Oversee the licensing and regulation of houses in multiple occupation, ensuring that it is well managed, it generates sufficient fee income to cover the cost of administering the scheme, and it achieves the aims and objectives of the Council.

10. Develop, update and implement clear and effective procedures for investigating and resolving complaints about disrepair and housing-related nuisance.

11. Direct and manage all of the enforcement activity undertaken by the Private Sector Housing Service (including works in default, debt recovery, prosecutions, civil penalties and appeals), and ensure all follow-up action is taken swiftly and is closely monitored.

12. Support and promote Northampton’s Landlord Forum as a useful and effective way of informing landlords of their obligations, encouraging good practice, improving housing management and conditions, identifying unmet needs and developing new services.

13. Ensure that all members of the Private Sector Housing Team are familiar with Northampton’s policies and procedures for safeguarding children and vulnerable adults, and they alert Children’s Services and/or Adult Social Care where they suspect that a child or vulnerable adult might be being abused, neglected or harmed.

14. Actively promote the take-up of Disabled Facilities Grants (DFGs) and ensure that all DFG applications are assessed and progressed in a timely manner, sufficient fee income is generated to cover the cost of administering the grants, agreed targets are met and, through careful monitoring and forecasting, DFG expenditure matches the budget.

15. Put robust procedures in place to ensure that the Private Sector Housing Service’s capital and revenue budgets are developed, monitored and managed in a way that provides Value For Money and complies with the Council’s financial regulations.

16. Research local housing conditions, forecast future housing need and ensure that information, data, intelligence and the views of stakeholders are utilised effectively in the development and implementation of new policies, procedures, plans and strategies.

17. Contribute to the development and implementation of relevant policies, procedures and strategies relating to the Private Sector Housing Service, including the over-arching Housing Strategy and the Private Sector Housing Strategy.

18. Comply with the Council’s policies and procedures (including the Performance Management Framework, governance arrangements and Human Resources policies) and ensure that the Private Sector Housing Service is culturally sensitive, challenges discrimination and upholds and furthers the Council’s equal opportunities policies.

19. Represent the Housing and Wellbeing Service and the Council on a variety of forums, working parties and multi-agency panels in order to exchange information, co-ordinate the actions of service providers, manage risk, develop strategy, agree new ways of working and meet the housing and support needs of private sector tenants.
20. Contribute to the development and implementation of borough-wide and county-wide housing initiatives that improve service delivery and the condition and management of private sector housing in the borough.

21. Investigate, analyse and respond promptly to customer complaints and suggestions (and enquiries from Councillors and MPs) concerning the Private Sector Housing Service, taking the appropriate action to address any procedural deficiencies and ensure that future developments of the service reflect the lessons learned.

22. Provide Management and Councillors with reports and updates, as required, on service developments and policy changes affecting the Private Sector Housing Service.

23. Develop and implement a programme of consultation and service user involvement, ensuring that service users’ views are acted upon and that they help shape the nature and delivery of the services provided by the Private Sector Housing Team.

24. Actively consider new and innovative ways of doing things, recognising and promoting the positive benefits of change as a means of improving services and achieving goals.

25. Ensure that all members of the Private Sector Housing Team have a safe working environment, are aware of their health and safety obligations, and are able to grow and develop in a positive learning environment.

26. Maintain professional competence and keep abreast of developments through research and reading, and by attending relevant courses, meetings and supervision.

27. Deputise, when necessary, for the Head of Housing and Wellbeing.

28. Perform any other duties (consistent with the grade and objectives of the post) that are required by the Head of Housing and Wellbeing in order to ensure the delivery of a high quality, responsive and effective Private Sector Housing Service.

Job descriptions will be subject to review and possible change on an annual basis subject to corporate and service plan priorities.

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**PEOPLE AND RESOURCES**

The Private Sector Housing Manager is responsible for the following people and resources:

**Financial Resources**

(i) The Postholder is responsible for the effective use and management of an annual Revenue and Capital Budget.
(ii) The Postholder is responsible and accountable for the budgets, budget formulation and long term financial planning of the Private Sector Housing Service, and for demonstrating Value For Money in the delivery of the Service.

Physical Resources

- The Postholder is responsible for ensuring effective and efficient asset management, including the investment and improvement of resources, facilities, ICT requirements and other assets assigned to the service area.

Supervision, management and direction of employees

(i) The Postholder will be responsible to the Head of Housing and Wellbeing, together with any other Managers that the Chief Executive may from time to time determine in relation to project based activity.

(ii) The Postholder will be responsible for ensuring the effective performance of all staff within the Private Sector Housing Service.

(iii) The Postholder will be responsible for developing a high performance culture within the Private Sector Housing Service, ensuring that efficiencies are maximised and team working, continuous improvement and customer service excellence are key drivers.

(iv) The Postholder will be responsible for ensuring the effective deployment of the workforce within the Private Sector Housing Service and provide leadership towards meeting the Council’s objectives.

Other people both external and internal

(i) The Postholder will act on behalf of the Council (as an ambassador, subject lead and/or negotiator, as appropriate) in relation to:

- Other local authorities and public bodies including governmental organisations, the Police, the Fire and Rescue Service, Adult Social Care, the NHS etc.
- Organisations representing private landlords and rental agents
- Organisations representing private sector tenants
- Charities and other non-governmental organisations
- Other key stakeholder groups – including private tenants, private landlords, home owners, leaseholders etc.

(ii) The Postholder will work with Councillors, Managers and employees of the Council to meet the Council’s aims and objectives.
CORPORATE RESPONSIBILITIES

- To ensure that the services delivered by the Council are designed to meet the needs of Northampton’s diverse customer base and are delivered to the highest possible standards.

- To make a positive corporate contribution, including contributing to or leading on corporate projects and initiatives which may cross cut service boundaries.

- To positively work with partners in the best interests of Northampton promoting a “Team Northampton” approach.

- To work with the Chief Executive and the Senior Management Team in the delivery of the Council’s priorities expressed in the Corporate Plan and Service plans.

- To support the Council’s emergency planning, critical incidents and service response arrangements through participation in out of hours call out and management cover.

DATA PROTECTION ACT / FREEDOM OF INFORMATION

Working with manual and computerised systems, the Postholder will need to be fully aware, at all times, of their responsibilities under the General Data Protection Regulation 2016 and the Data Protection Acts of 1998 and 2018 for the security, accuracy and relevance of personal data held on such systems, and to be conversant with the implications of the Freedom of Information Act. The Postholder will also be required to be fully aware of, and comply with, the Council’s Data Quality procedures to ensure that all management information is accurate and fit for purpose.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>KNOWLEDGE</th>
<th>Essential/Desirable?</th>
<th>Methods of Assessment (Yes = Y)</th>
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<tbody>
<tr>
<td>A relevant professional qualification (such as RICS, CIEH etc.)</td>
<td>E</td>
<td>Application Form</td>
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<tr>
<td>A relevant professional degree</td>
<td>D</td>
<td>Y</td>
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<tr>
<td>Evidence of continuing professional development</td>
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<td>Y</td>
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<tr>
<td>Expert knowledge of private sector housing, including the legislation, the regulatory framework, the funding arrangements and good practice</td>
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<tr>
<td>SKILLS</td>
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<td>The ability to problem-solve using analysis, creativity and innovation</td>
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<td>Excellent interpersonal skills, such as communication, mentoring, staff development and motivational interviewing</td>
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<td>Demonstrable partnership and collaboration skills</td>
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<td>Ability to work under pressure</td>
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<td>Ability to think and act strategically in the development and delivery of the responsibilities of the post</td>
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<td>A clear commitment to, and proven track record of, meaningful customer involvement and consultation aimed at achieving customer focused solutions.</td>
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<td>Strong track record of motivating and managing a team or teams to achieve positive outcomes</td>
<td>E</td>
<td>Y</td>
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<td>Ability to work on own initiative to achieve results, including strong evidence of decision-making, taking responsibility, problem solving and delivery of outcomes</td>
<td>E</td>
<td>Y</td>
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<tr>
<td>EXPERIENCE</td>
<td>Essential/Desirable?</td>
<td>Methods of Assessment (Yes = Y)</td>
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<tr>
<td>Managing successful and effective services in a relevant context</td>
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<td>Experience of implementing selective or additional licensing schemes</td>
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<tr>
<td>Working collaboratively and proactively with other services and organisations to improve private sector housing and provide innovative solutions</td>
<td>E</td>
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<tr>
<td>Successful performance management including demonstrable experience of improving housing services</td>
<td>E</td>
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<tr>
<td>Working with, and developing services for, people with disabilities and landlords, managing agents, tenants and people in housing need</td>
<td>D</td>
<td>Y</td>
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<tr>
<td>Experience of working proactively with landlords to meet housing needs</td>
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<td>Experience of managing successful DFG services, including partnership working</td>
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<td>Experience of managing budgets, including forecasting expenditure and obtaining value for money through procurement</td>
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<td>Experience of delivering consistent and clear messages to a variety of internal and external audiences</td>
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<td>Business acumen and commercial awareness with the ability to analyse spreadsheets and contracts to identify salient issues</td>
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<td>Y</td>
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<td>Evidence of successful team leadership, motivation, mentoring and coaching of staff</td>
<td>E</td>
<td>Y</td>
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<td>Experience of operating successfully within political, corporate, policy and/or financial constraints</td>
<td>E</td>
<td>Y</td>
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<td>Experience of working in partnership with a successful track record of achievement</td>
<td>E</td>
<td>Y</td>
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REVIEW AND SIGNATURES

This document will be reviewed from time to time to ensure that it continues to reflect our vision, values and priorities.

<table>
<thead>
<tr>
<th>Prepared by:</th>
<th>Phil Harris</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Head of Housing and Wellbeing</td>
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<tr>
<td>Date:</td>
<td>July 2019</td>
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</tbody>
</table>

Job evaluation date: 

Name of job holder: 

Job holder’s signature: 

Date: 