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| **Job Description** |
| **Post title** | Team Leader – Private Rented Sector  |
| **JE Reference No** | N8685 |
| **Grade** | 12 |
| **Service** | Regeneration & Local Services |
| **Service Area** | Development & Housing – Housing Solutions |
| **Reporting to** | Housing Manager |
| **Location** | Your normal place of work will be Seaham CAP or Crook, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be responsible for the day-to-day management of the Private Sector Initiatives Team. The role includes delivering improvements in the private rented sector and taking enforcement action where appropriate.

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| **Duties and responsibilities** |

* To work effectively with colleagues within the Housing Service, in other divisions of the Council and external agencies, taking the lead on cross cutting projects as and when required, in particular seeking to positively contribute to or lead on community safety and area based initiatives.
* To ensure positive joint working arrangements with health, trading standards, social care, housing solutions, housing enforcement teams and a range of other internal teams and external agencies.
* To provide high quality advice and written information for home owners and private landlords ensuring they are fully informed of their rights and responsibilities.
* To intervene in priority cases to ensure housing condition and housing management standards are improved especially in private rented accommodation that is occupied by vulnerable households, ensuring the council takes swift and appropriate action. Positively administer complaints and conflict in an efficient and sensitive manner.
* Develop and provide a range of effective strategies, procedures and working practices to ensure housing conditions in the County are high, taking effective enforcement action where necessary.
* Assist with financial management of the Council’s budget in relation to private sector initiatives.
* To continually seek to maximise the impact the Council has in raising the standards of property in the private sector by promoting home loans and a project management service, and any other initiatives that will achieve this outcome.
* To robustly monitor and report on performance against key outcome measures and seek to deliver continuous improvement in the Private Sector Initiatives Team and provide regular reports to the Housing Manager.
* To implement, manage, maintain and monitor all new initiatives
* To conduct one to one supervision and annual appraisals with staff.
* To achieve continuous improvement in service delivery.
* To ensure that all the Council’s policies are applied in the operation of the service.
* To ensure that changes to legislation and professional practice are implemented within the service in a timely and efficient manner.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Degree level or equivalent in a housing related field.
 | * Evidence of further Professional Development
* Member of the Chartered Institute of Housing
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| Experience | * Experience of liaising with private landlords and owners
* Experience in a monitoring role
* Experience of partnership working
* Monitoring budgets
* Experience of working in a similarly challenging role

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| Skills & Knowledge | * Ability to effectively plan & manage a high-volume workload
* A good understanding of housing services
* A detailed understanding of related policies, programmes and legislation, particularly relating to the private housing sector
* Ability to motivate members of the team in achieving high practice standards in line with service and government targets
* Excellent verbal and written communication skills

  | * Local Government Experience
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| Personal Qualities | * Assertive
* Approachable
* Active listener
* Non judgemental
* Committed to achieving results
* May be required to work outside of normal office hours.
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
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