

Job Description



Job Title: Private Sector Housing Operations Manager	Service Area: Private Sector Housing Standards	
Directorate: Inclusive Economy and Housing	Post Number: TBC	Evaluation Number: LBN251
Grade: SMRA	Date last updated: 19 June 2020	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

Overall to improve the quality, safety and choice of housing accommodation in Newham, and the service provided to all stakeholders including landlords and tenants in the private housing sector through the use of a range of intervention strategies, including property licensing, enforcement, education, advice, and informal action.

To work with a minimum of supervision and maximum flexibility to deliver service objectives across a range of service areas

- To manage a number of multidisciplinary teams and/or key projects concerned with one or more of the major service objectives for private rented housing.
- To contribute to the business planning process and budgets and the overall delivery of service outputs and outcomes.
- To be accountable for, and lead on the delivery of key assigned projects, including policy areas as directed.

Job Context

1. The post holder reports directly to the appropriate Service Head and / or Divisional Director.
2. The post holder has line management responsibility for a number of Team Leaders and /or members of staff and/or contractors on service and project based work and will be required to deputise in the absence of the Head of Service as and when required.
3. The post holder has responsibility for financial matters including local budgets, procurement, and the authorisation of works in default, approving expenditure, purchasing equipment and contract/project management of up to £1 million.
4. The post holder will have regular contact with Members, Directors and Executive Directors in delivering key strategic objectives which impact across a range of service areas.
5. The post holder may be required to work evenings, weekends and occasional public holidays in order to meet service requirements. He/she will also be expected to work remotely in the field or at any suitable office location.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To manage technical and other multidisciplinary staff and/or lead on a key project area to ensure that the various specified functions and associated work are performed effectively to service objectives with a minimum of supervision.
2. To deputise for the Head of Service including making and supporting decisions. Contribute to the formulation and implementation of the strategic and operational policies and corporate initiatives.
3. To be part of the management team in the development of a strategic approach to private housing issues and associated service activity. To lead in a specialist field of work or project and achieve agreed outcomes with the minimum of supervision.
4. To act as the authority's expert in matters of private sector housing law and policy. Be aware of legislative, professional, managerial and technical

developments within the private sector housing field and to provide advice and support to the operational service.

5. To actively support Managers and staff on technical issues and service delivery matters. To manage and supervise a number of Team Managers or other senior staff to ensure operational and administrative activities deliver service outputs and objectives including business objectives and financial targets.
6. To report to the Service Head on all appropriate matters concerning the activities, duties, responsibilities of staff and Managers within the service and/or project.
7. Show awareness of different learning styles and needs. Develop and contribute to knowledge sharing initiatives including training programmes, mentoring, coaching and provide day to day technical support for colleagues.
8. Act as expert auditor for technical and field based operations across tenures in relation to property licensing, the Housing Health and Safety Rating System, legal enforcement action including the imposition of financial penalties and orders, housing advice, energy efficiency, empty property activity and other private sector housing activities.
9. To participate in procurement activity, supervise contractors such as works in default and other third party providers including payments in relation to the delivery of statutory activities and other private sector housing services.
10. To manage, process and audit data held electronically. Assist with the development of the business process and activity reports concerned with outputs and performance indicators.
11. Understand and implement the development of appropriate IT systems for business improvement and promote data quality and integrity at all times.
12. To inspect and survey buildings and land including the preparation of schedules of work, defects, plans, priced specifications, energy audits and the use of assessment techniques and equipment.
13. Gather evidence under statutory guidelines such as the Police Criminal Evidence Act, for the purposes of civil and criminal proceedings in courts and tribunals including prosecutions, debt recovery and compensation claims particularly in relation to harassment, antisocial behaviour, nuisance and matters under the Housing Act 2004 and other related legislation.
14. Produce guidance protocols and advice notes on technical and legal aspects of private sector housing as agreed with the Head of Service/Director.
15. To actively promote effective communications both inside and outside the service through meetings, briefings and other media.

16. Take appropriate action to maintain budgetary control for works in default activities, contracts and projects. Assist in the maintenance, management and control of associated budgets. Ensure that all fiscal activity accords with the Council's Standing Orders, financial regulations and statutory requirements.
17. To assist in the preparation of, and contribute to, the annual service planning process and the formulation of indicators and measurement of outputs.
18. To prepare and present accurate written and/or verbal reports, briefings and presentations to senior managers, the Mayor, Cabinet and other bodies and to attend meetings as necessary or required.
19. To be flexible, able to cover more than one service area at any time and deputise for other managers when necessary.
20. Represent the service at meetings, working parties, interagency gatherings at local, sub regional, regional and governmental level and play a key role in the management team as necessary.
21. To develop and maintain relationships with partners and stakeholders inside and outside the Council including statutory and non-statutory agencies including the GLA, MHCLG, the landlord community and tenants groups ensuring the delivery of key outputs and performance indicators particularly in relation to property licensing.
22. Have an understanding of customer care and the service needs of clients ensure effective and consistent delivery of high quality customer service.
23. To ensure that adequate records and databases are maintained including statutory registers to enable the efficient operation of the work of the service and assist with the timely production of managerial information and performance indicators.
24. Carry out appraisals and case reviews in line with procedures for all supervised staff and participate in the recruitment and selection of staff, including temporary staff and consultants.
25. Assist in the preparation of protocols, procedures, guidance and other documentation relating to private sector housing or other service area.
26. To lead on transformational organisational change based on the council's core values, to ensure excellent, customer focused service delivery.
26. To promote work patterns within team structures to ensure continuous business improvement, motivate colleagues and improve team working.
27. Contributes to the development and review of emergency response and business continuity plans and arrangements for the service areas and participates in corporate training and exercises.

28. Maintaining own personal development keeping up to date with changes in law/legislation best practice in relation to Private Sector Housing and other disciplines as appropriate.
- 29, Carry out other duties within the competence of the postholder, which may be required reasonable form time to time

Personal Specification



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Directorate: Inclusive Economy and Housing	Post Number: TBC	Evaluation Number: LBN251
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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>KNOWLEDGE:</p> <p>1. Expert knowledge of private sector housing within the local government framework including the enforcement and regulatory functions, landlord and tenant law and the application of all</p>	Application form/Interview/Test

<p>relevant legal and practical principles.</p> <p>2. Knowledge of the main functions of a local authority public health and housing functions and the wider determinants of health and housing within the context of environmental health.</p> <p>3. To have a clear understanding of, the Council's strategic role in both housing and homelessness and the activities needed to meet objectives.</p> <p>4. A full understanding of the application of the techniques of risk assessment in the area of housing, health and the environment.</p> <p>5. Knowledge of developments in the field of housing and health and of the sociological, demographic and geographical demands and constraints of inner city Boroughs.</p> <p>6. Sound understanding of construction technology, surveying techniques and schedules of work.</p> <p>7. A thorough understanding of public sector housing law, practice and policy a genuine commitment to putting people first in Newham's diverse communities.</p> <p>8. Sound understanding of the principals and application of project management techniques required in different situations.</p> <p>9. Knowledge and understanding of workings of the housing market in London and how regulatory measures such as licensing property may impact on the key stakeholders particularly landlords and tenants.</p>	<p>Application form/Interview</p> <p>Application form/Interview/Test</p> <p>Application form/Interview/Test</p> <p>Application form/Interview</p> <p>Application form/certificate</p> <p>Application form/Interview/presentation</p> <p>Application form/interview /presentation</p> <p>Application form/Interview/presentation</p>
<p>QUALIFICATIONS:</p> <p>10. To hold an appropriate Chartered Institute of Environmental Health</p>	<p>Application Form</p>

<p>approved academic qualification - an MSc or BSc (Hons) in Environmental Health or equivalent degree / vocational qualification in a related field.</p> <p>11. Evidence of continuing professional /managerial development.</p>	<p>Application Form</p>
<p>EXPERIENCE:</p> <p>12. Extensive experience of all aspects of private sector housing work including the legal and technical aspects of the application of housing law and property licensing to standards and the regulation of accommodation and the rights and responsibilities of owners and occupiers.</p> <p>13 Extensive experience of the use and application of the Housing Act 2004 and other principal and related acts and statutory guidance.</p> <p>14. Extensive experience of providing advice on complex housing cases.</p> <p>15. Extensive experience of managing projects and procurement activities including budget control, risk and programme management.</p> <p>16. Experience of managing staff and teams in a leadership role, setting targets and goals.</p> <p>17. Experience of working with key stakeholders and leading multi-disciplinary project teams.</p>	<p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form /Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>18. Ability to support and assist the Head of Service and other senior management in the organisation</p>	<p>Application form/Interview</p>

leading teams and the management of staff.	
19. High degree of literacy and numeracy skills and their application to the business.	Interview
20. Ability to deputise for Head of Service as necessary.	Interview
21. Ability to make high level decisions in the absence of the Head of Service.	Interview
22. Preparation of reports, briefings and presentations for the Mayor, Members and senior managers.	Interview
23. Ability to support and assist colleagues in resolving complex cases.	Interview
24. Ability to design innovative solutions and implement change across a service or area particularly relating to service and business development.	Application form/Interview
25. Ability to communicate effectively at all levels in different forms.	Interview
26. Ability to manage complex capital and revenue projects, to time and budgets.	Application form/Interview
27. Ability to make effective complex legal interventions and control organisational and financial risk.	Interview
28. Ability to use databases and interpret electronic information accurately.	Interview
29. Ability to build effective and productive working relationships with colleagues and partners at all levels.	Interview
30. Ability to work flexibly within the service area and key partners to deliver results.	Interview

<p>31. Ability to work effectively across a number of service areas and disciplines.</p> <p>32. Ability to deliver team / service development and take up the leadership role.</p> <p>33 Ability to initiate and take innovative action to improve service delivery.</p> <p>34. Have effective time management and workload priority to deliver multiple projects.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>35. A genuine commitment to putting people first in Newham's diverse communities</p> <p>36. Focus on residents and customer outcomes.</p> <p>37. Working together and collaboration.</p> <p>38. Aim High.</p> <p>39. Accountability, ownership and judgement.</p> <p>40. Say it like it is, setting direction and leading change.</p> <p>40. Show people who you are.</p> <p>41. Commercial focus.</p> <p>42. Talent management.</p> <p>43. Commitment to achieving equal opportunities in both employment and service delivery.</p> <p>44.Willingness to deliver the team business strategy.</p>	<p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Interview</p> <p>Application form/Interview</p> <p>Interview</p>

<p>45. Commitment to delivering an effective, improving and high quality service.</p> <p>46. Understanding of different learning styles.</p> <p>47. Champions a learning culture.</p> <p>48. Effective interpersonal skills with excellent communication ability.</p> <p>49. Demonstrable leadership skills and qualities</p>	<p>Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>42. Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p>	<p>Application Form/Interview</p>