

Role Title	Licensing Enforcement Officer
Job Family	Resident Services
Scale	PO2
Purpose To undertake the Council's statutory functions in relation to the enforcement of Private Sector Housing & Licensing including ensuring compliance with codes of practice, guidance and legislation. To manage a caseload with responsibility for processing, assessment and enforcement in relation to Property Licensing with an aim to reducing anti-social behaviour and improving standards in the private sector. Giving advice, conducting detailed inspection audits and taking necessary action in relation to the relevant Housing Acts and related legislation, including the operation and enforcement of Property licensing. As a front-line field officer, to play an active and proactive role in the practical delivery of the Directorate's commercialisation programme and the generation of income, a major corporate priority. To constantly look to identify and develop innovative commercial opportunities and interventions as an integral part of day to day contact with residents, businesses and other service areas.	
<i>Generic Accountabilities</i>	<i>End Results/ Outcomes</i>
Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated.
Investigate compliance / legal issues within area of responsibility. Including but not exclusive to licensing conditions and non- licensing.	Inspections / reviews / interviews / audits are undertaken according to procedure. The required data / evidence is clearly defined and obtained. Record details and assess against relevant regulations / legislation /compliance procedures. Non-compliance / legal issues are identified.

Preparation of notices, orders, reports, Witness Statements and letters in standard formats as required	All documentation / information is produced to the required standards and timescales. Issues are clearly summarised, progress, implications and outcomes are reported. Customers, colleagues, stakeholders are kept informed of progress / outcomes. Authorised documents are issued according to procedures.
Provide advice and information to customers and stakeholders. Where appropriate challenge existing practices	Information, advice and support are accurate, timely and constructive. Appropriate action is taken to resolve the issue or escalate / report it as appropriate. Where appropriate, customers are supported in achieving compliance and improving practice.
Represent the council at inquiries / court / tribunal to present evidence.	Evidence/witness statement is prepared and presented accurately. Arrange witness attendance at Court hearings and public inquiries
Assist with the promotion and distribution of information / materials to customers / stakeholders.	Information is appropriately distributed.
Ensure all financial transactions are processed and reconciled correctly, refunds are issued in a timely manner and accurate end ensure transparency.	Correct financial procedures observed. Receipts are issued / Revenues are delivered. Refunds are correct and auditable.
Conduct training for staff and official visitors on the function of the service.	Training/briefings are given

Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Out of hours working	Out of hours' work, including site visits/inspections and attendance at committee and other meetings as necessary is undertaken
<i>Job Specific Accountabilities:</i>	
Ensure that commerciality is fully integrated into day to day role as a front-line field officer as part of the overall Redefining Waltham Forest programme. Use all opportunities to identify potential sources of income for both the specific service and wider Council services to fully exploit commercial opportunities and maximise generated income.	Commercial opportunities are maximised and that income generation is maximised. Commerciality is fully embraced and is integral to all working practices
Authorised officer for the undertaking of the Council's statutory functions in relation to work area and associated legislation	Work is carried out in compliance with the requirements of the relevant officer authorisations/service policies/ procedures
To be competent in Property Licensing inspections/enforcement actions	Inspections/assessments are carried out to a professional standard Cases are progressed in a timely manner and in compliance with the requirements of the relevant officer authorisations/service policies/ procedures Necessary letters, witness statements are prepared. Officer attends Court/Tribunal as necessary to give evidence in prosecution cases as expert witness.

To be part of a task force with regular “action” days that will involve out of office work out of hours which may include early appointments and evening visits.	Provide a flexible and responsive service
To represent the team and department at internal and external meetings. To meet members and their representatives.	Maintain a high level of professionalism at all times

Nature of Contacts

Customers and / or members of the public: to represent the service, give specialist advice and provide support.

May have to appear in court / inquiries to present evidence. Contact with solicitors / court officials when presenting evidence.

Supporting and guiding residents, stake holder and third parties to ensure a successful service.

May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Work within regulatory guidelines and relevant legal framework. Agree objectives and standards to meet, within service plan. Works within laid down procedures but needs to deal with day-today problems without always referring to others.

Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to ensure that timescales and targets are achieved. Operate under general direction with senior colleagues /managers available for advice guidance in complex situations if required.

Deliver a front-line service function in line with the Creating Futures programme, the Council’s major transformation programme, such that income is maximised and necessary revenue savings are achieved.

Provide support to clients and colleagues through applying knowledge of systems, procedures and best practice. Identify issues and recommend solutions. Make decisions on how regulations should be applied.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.

Resourcing

Budget Responsibilities: Nil

Supervisory Responsibilities: None

Competency Level: All Colleagues

Knowledge, Skills and Experience

- Relevant legislative and or procedural knowledge for specialist area.
- Experience in working with minimum supervision, using problem solving skills and initiative to provide a customer focused service.
- Experience in working flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Experience in enforcing legislation
- Experience of working in and with a multi- agency enforcement to achieve compliance across a range of service areas e.g. Tasking/action days
- Experience of communicating effectively with members of the public and colleagues, both in writing and orally
- Experience of producing detailed reports
- Experience of having worked in a fast faced, customer focused environment.
- Excellent knowledge and application of IT systems and software packages.
- Experience of organising work and maintain satisfactory work records
- Ability to work across a range of Regulatory Services functions
- Ability to research information and implement change
- Ability to travel within the Borough within the course of duties

Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 2 or 3 qualification

Desirable: Qualification relevant to job role

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.