



<b>Role Title</b>	<b>Senior Enforcement Support Manager</b>
<b>Job Family</b>	<b>Regulatory Services</b>
<b>Competency Level</b>	<b>Principal Officer/Manager</b>
<b>Pay Range / Scale</b>	<b>PO2</b>
<p><b>Purpose</b></p> <p>To provide a professional, proactive, customer focussed support service to the organisation within the relevant service area.</p> <p>To support the management of the enforcement records and data base, keeping accurate records including records of payments, monitoring charges levied and refer to legal for debt management.</p> <p>To ensure all paperwork relating to Prosecutions is prepared accurately and sent to legal in a timely manner.</p> <p>To ensure that financial penalty paperwork is prepared accurately and in a timely manner and is securely sent to all interested parties.</p> <p>To assess and determine licence applications, liaise with relevant council departments, process personal documentation and issue licences in accordance with the Housing Act 2004.</p> <p>To resolve in a helpful and constructive manner queries regarding prosecutions, financial penalties, licensing issues and queries, from licence holders, stakeholders, outside bodies or members of the public and elected members.</p> <p>To play an active and proactive role in developing the service, including developing innovative improvements to the service operations and identifying commercial opportunities as an integral part of day-to-day contact with members of the public, licence holders and other service areas.</p> <p>To support team managers with service development, staff supervision and other management responsibilities and to include managing a team of licensing assistants and ensuring that targets are met.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
<p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
<p>Contribute to the development of service plans to meet strategic business goals.</p>	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>



<p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p>
<p>Lead, develop and implement, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<p>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.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p><b>Job Specific Accountabilities:</b></p>	<p><b>End Results/ Outcomes</b></p>
<p>To assist in ensuring that all Private Rented Property Licensing applications and associated matters are processed and resulting decisions are properly prepared</p>	<p>Applications are processed to required deadlines and standards and in accordance with the Council's legal requirements</p>



<p>and issued, including data entry, arranging/attending public inquiries/hearings and liaising with the Private Rented Property Licensing Compliance and Enforcement Teams and appellants as necessary.</p>	<p>Work carried out is to a high standard and in accordance with statutory requirements</p> <p>The administrative functions provided are timely and of a high standard</p> <p>Stakeholders are satisfied with the service</p> <p>Decisions are processed in a timely manner</p>
<p>Effectively coordinate and prepare enforcement paperwork ensuring that it is accurate at all times and processed in a timely manner.</p>	<p>Cases are progressed in a timely manner and in compliance with the requirements of service policies/ procedures.</p> <p>Appropriate and proportionate action is taken.</p>
<p>To represent the team and department at internal and external meetings. This may include Minute Taking and the servicing thereof.</p>	<p>Maintain a high level of professionalism at all times</p>
<p>To effectively manage a team of Licensing Assistants ensuring that targets are met</p> <p>To manage allocation of licence applications to staff on a weekly basis</p>	<p>Affectively manage a Team of licensing assistants, carry out regular supervisions and appraisals in line with Council policy.</p> <p>Targets at met and staff are supported.</p> <p>Applications are managed and monitored, ensuring staff issue licenses in accordance with performance objectives</p>
<p>To manage and record the administration of Civil Penalties, Management Orders and liaise with Lettings Waltham Forest and Prosecutions including follow up with Legal where required.</p>	<p>Cases are progressed in a timely manner and in compliance with the requirements of service policies/ procedures</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Appropriate and proportionate action is taken</p> <p>Income is maximised</p> <p>Legislative and procedural obligations are fulfilled</p>
<p>To lead, compile and provide analysis of regular reports for senior management for interpretation of Departmental statistics, including Civil Penalties progress and CP income, Metastreet statistics, Hazards Identified and Properties Improved</p>	<p>Accurate and timely provision of information to senior management is provided on issues within the area of responsibility</p> <p>Services meet legislative and policy requirements.</p> <p>Strategic and operational input is provided to wider business planning and development.</p>
<p>To lead and co-ordinate regular</p>	<p>The level of compliance with licensing requirements within the</p>



<p>enforcement action days. Collate, process and analyse information and data. Translate data into advisory reports / documents / actions as appropriate.</p>	<p>borough is maximised and appropriate enforcement action is taken</p> <p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p>
<p>To lead and manage large projects for licence processing administration</p>	<p>Ensure service delivery is met with large scale property developments requiring specialist processing</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Effective communication is delivered to internal and external stakeholders</p>
<p>To develop, improve and communicate application processing procedures on an ongoing basis</p>	<p>Changes to systems, policies and / or procedures are identified and recommended</p> <p>Customer needs are identified</p> <p>Service standards are improved</p>
<p>To establish new staff system administration, office equipment, training and orientation, production and delivery of team training materials and delivery of team training programmes to new and existing staff.</p>	<p>New starters and all staff are supported and able to reach efficiency in a timely manner</p> <p>All software is correctly organised and installed</p> <p>Effective communication with internal stakeholders to achieve establishment of new starters is achieved</p>
<p>To produce and manage weekly rota covering all aspects of team responsibilities.</p>	<p>All areas of the team's responsibilities are fully covered at all times ensuring excellent customer service</p>
<p>To manage and deliver the response to Freedom of Information requests under the Data Protection Act 2018 inclusive of, but not limited to, Subject Access Requests.</p>	<p>Correct information is provided to requester in a timely manner in accordance with legislative requirements</p> <p>GDPR is adhered to</p> <p>Information Officer is kept accurately informed.</p>
<p>To co-ordinate and deliver mass communications of departmental updates to service users and to facilitate regular departmental events</p>	<p>Customers are kept informed of developments and legislative changes</p> <p>Customers are aware of opportunity to communicate with the Council</p>



Procurement of goods and services in line with Public Contracts Regulations and policy requirements	Services meet legislative and policy requirements. Management decision making is supported. Service standards are improved. Service continuity maintained.
Complete and monitor financial transactions by a range of methods, including digital payment services, enforcement income notifications and Internal Requisitions	All policies and procedures are complied with  Ensure accuracy of data input, recording and monitoring of financial transactions

**Nature of Contacts**  
Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice.  
  
Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

**Procedural Context**  
Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.  
  
Works within procedures but needs to deal with day-to-day problems while using one's own initiative where necessary and identifying situation where escalation is required.  
  
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.  
  
Provide support to clients and colleagues through applying knowledge of systems, procedures and best practice. Identify issues and recommend solutions.  
  
Decisions will be made based on Council procedures.  
  
This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based.

**Key Facts and Figures**  
  
Provides reports for Team Managers, Head of Service and Assistant Director  
Completion of Subject Access Requests and Freedom of Information Requests  
Management of recovery of costs in relation to Civil Penalty Fines and progression to legal services.

**Resourcing**  
Budget Responsibilities: Nil  
Supervisory Responsibilities: Team of 6 Assistants



## Competency Level: All Colleagues

### Knowledge, Skills and Experience

- Experience of having worked in a fast faced, customer focused environment.
- Excellent knowledge and application of IT systems and software packages.
- Relevant legislative and or procedural knowledge for specialist area.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team

### Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 2 or 3 qualification

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.