

Job Description and Person Specification

Team Leader (Private Sector Enforcement)

A Lambeth to be proud of



Job Title: Team Leader (Private Sector Enforcement)
Department: Growth and Environment
Division: Public Realm and Safety
Business Unit: Private Sector Licensing and Enforcement Service
Grade: PO6
Reports to: Private Sector Compliance Manager
Responsible for: Supervision and management of technical and support staff

1. Context

Public Realm and Safety Service covers several key frontline and strategic areas for Lambeth Council, including improving public safety, delivering frontline statutory enforcement services, community safety functions and assurance of safe housing in the private rented sector. Vital to this is compliance to public protection and environmental matters across the Borough.

As Team Leader (PS Enforcement), you will be the responsible for overseeing a range of private sector compliance programmes including private sector licensing and enforcement work, ensuring premises meet the basic legal requirements and meeting necessary licensing requirements, ensuring statutory and corporate needs around this are fulfilled. You will have effective leadership, interpersonal and communication skills.

Lambeth expects its leaders to show openness, honesty and commitment, and, of course, to deliver results. This post will be expected to work collaboratively across Community Safety & Resilience to deliver the outcomes placed upon the division, ensuring flexibility of approach and a “can do” attitude.

2. Job Purpose

To be a responsible member of the Service reporting directly to the relevant Team Manager for the provision of services. To deputise for the Team Manager when necessary. To supervise staff.

To improve the private sector housing stock by responding to complaints, giving advice, carrying out inspections and where necessary enforcing provisions of legislation relating to private sector housing and public health issues.

To deliver a customer focused, high-quality service in accordance with the agreed service specifications, business plan, service level agreements and the requirements of legislation, delegated powers, Council policy and Standing Orders and officer codes of practice.

3. Responsibilities

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.

- a. To undertake the full range of duties appropriate to the Service as required, being responsible for the completion of work programmes and tasks laid down by the Team Manager including the supervision and management of technical and support staff.
- b. To maintain their own caseload and carrying out such specific investigations and surveys as may be required/allocated.
- c. To manage staff through allocating work, determining priorities and monitoring performance to ensure the standards laid down by legislation, codes of practice, statutory guidance and Council policies and procedures are met.
- d. To deputise for the PS Compliance Manager and Team Leaders in the service as required.
- e. To make decisions upon and initiate appropriate action in cases where contraventions of statutory requirements occur, including the service of notices/orders. To interpret and apply relevant legislation having due regard to Codes of Practice and official and professional guidance, and to make recommendations for enforcement action, preparing evidence in line with CPS Code of Practice, PACE and any other relevant legislation and guidance.
- f. To act as a source of expertise within the Service, taking a lead on complex and contentious matters (including emergency action such as prohibitions), where necessary directing, accompanying and supporting technical and support staff on such cases. To make recommendations to the Team Manager on policy and devise procedures as requested.
- g. To deal with complaints against service and matters raised via correspondence, statutory documents and statistics relating to their area of work. To prepare reports for the approval of the Team Manager and the Head of Service, and attend meetings of Committees, working parties etc., as necessary.
- h. To provide professional advice in respect of the post holder's area of work and on policy and procedures to be followed in relation to Environmental Health issues, and to undertake joint work as required.
- i. To participate in the provision of training in respect of the post holder's area of responsibility, including undertaking lectures and demonstrations, and in training for students/apprentices, employees of the council and other organisations as necessary.
- j. To identify and implement areas suitable for research, advice, education and promotion and to assist in devising and implementing policies and programmes and to arrange, prepare and undertake lectures and demonstrations as required.
- k. To undertake ad hoc environmental health assignments and projects from time to time in connection with the work of the Directorate.
- l. To represent the Service at meetings etc. as required including acting for the Council under delegated powers and to give evidence in legal proceedings and public enquiries.

- m. To scrutinise, process and comment on statutory applications, planning applications and schemes submitted from outside bodies and other departments of the Council as directed by the Team Manager.
- n. To approve specifications and tender documents for small works contracts and negotiate on variation orders and specifications with consultants, contractors and supervising officers as may be required.
- o. To participate in the selection of staff and sit on recruitment and other industrial relation panels as required.
- p. To keep up to date with relevant legislation, technical information, policies and techniques, and to undertake CPD to maintain competence, including completion of training courses as required.
- q. In connection with the normal post duties to utilise and operate computer-based equipment/systems.
- r. Work flexibly including out of hours from time to time, to ensure the necessary tasks of the role are fulfilled and outcomes reached including compliance and enforcement visits. This includes responding to emergencies including enforcement, serious incidents, and closures.

4. Personal Attributes

- a. To undertake any other duties as may be required relevant to the job role and purpose.
- b. To act in a role / service as necessary in an emergency, including out of hours, as part of the Councils wider emergency response.
- c. Personal credibility to provide professional and supportive leadership to a large team.
- d. Consistently takes accountability for own actions and holds others to account.
- e. Has the highest levels of personal and professional integrity and can gain the respect and confidence of colleagues, Senior management, the community, other stakeholders and staff.
- f. Uses personal credibility to foster engagement with staff to enable their contribution to service development, improvement and to ensure the directorate achieves strong levels of performance.
- g. To actively promote and uphold the Council's Code of Conduct, Priorities and customer service standards
- h. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- i. To ensure that the Council's policies and procedures in relation to Equality of Opportunity are always implemented in the discharge of the duties of the post.
- j. To ensure that the diversity of staff and service users is respected and ensure that the services provided by the unit reflect the needs of all sections of the community, including different faith groups
- k. Has a collaborative approach to developing solutions and improving services.
- l. Committed to own personal development and that of the workforce.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Qualification	Q1	MSc / BSc in Environmental Health or historical equivalent accredited or recognised by the Chartered Institute of Environmental Health or equivalent body or equivalent Professional Qualification in related field.	✓A
	Q2	Hold the Housing Health & Safety Rating System (HHSRS) qualification	✓A
Key Knowledge	K1	Ability to investigate possible breaches of legislation by determining the relevant facts and deciding upon an appropriate course of action, which includes preparation of statutory notices/orders and conducting criminal investigations.	✓A
	K2	Ability to apply the housing and health safety rating system (HHSRS) to dwellings and make judgements as to the most appropriate course of action. Prepare specifications of work/notices and interpret plans etc on site.	A
	K3	Experience of PACE, conducting interviews under caution, preparing evidence and obtaining warrants.	
	K4	Knowledge of POCA, the use of enforced sale and compulsory purchase. Knowledge of an intelligence led approach to enforcement.	
Relevant Experience	E1	Good working knowledge and experience of the main functions of a local authority and role of Environmental Health and housing legislation with particular reference to private sector housing issues including housing renewal, licensing and empty property work.	✓A
	E2	Ability to plan, manage, balance reactive and programmed work streams and meet performance targets both individually and for other team members.	✓A
	E3	Ability to work under pressure and have a flexible approach to changing work patterns. Ability to handle difficult situations in a sensitive and persuasive manner.	
	E4	Ability to lead people by translating the Council's aims and objectives into practical outcomes, to delegate tasks and performance manage staff.	

	E5	Ability to advise, support and lead Team Members undertaking complex work including accompanying them as necessary on visits/inspections and dealing with the subsequent enforcement action.	A
	E6	Ability to deputise for the Team Manager including dealing with work of a more complex nature, e.g. contract management, policy/procedure development/interpretation, etc.	✓ A
	E7	Experience of common Local Authority ICT systems with demonstrable experience of having used at least one commonly used Environmental Health database.	
	E8	Competent in the use of standard Office based computer systems and a range of common software applications and other information management systems.	
Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together 	

		<ul style="list-style-type: none"> • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. 	

		<ul style="list-style-type: none">• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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