

Role profile

Job Title:	Tenancy Relations Team Leader	Grade:	13
Department:	Community Protection	Post no.:	66103
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Property Licensing Manager
Direct reports:	Tenancy Relations Officers x 10
Indirect reports:	Apprentices, trainees and contractors

Job description

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

Purpose of role

- To take management ownership and responsibility for the day-to-day management, supervision and support of a Tenancy Relations Team ensuring efficient and effective service delivery including through establishing and implementing appropriate service plans.
- To be accountable for meeting Council's statutory duties, obligations, policy commitments and targets in accordance with legal requirements and best practice in respect of Property Licensing.
- To provide expert guidance, specialistic advice and act as a technical expert in tenancy relations and the Renters Rights Act and other relevant tenancy law, ensuring the Council executes its statutory responsibility in this area, always acts lawfully and applies its powers wherever appropriate to protect Ealing's residents, tenants, landlords and agents.
- To oversee the enforcement application of the relevant legislation including the Renters Rights Act and other associated legislation, overseeing prosecutions, civil penalty notices, court applications and other formal technical processes ensuring these are carried out lawfully and in accordance with the Council's duty under criminal investigatory legislation such as PACE and RIPA to ensure the organisations reputational and legal risk is managed effectively.

- To work in and provide management oversight in relation to the wellbeing, health and safety of self, colleagues and others in physically risky and dangerous situations, structures and environments including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened.
- To support landlords and agents in achieving legal compliance through appropriate advice, guidance and good communication.
- To organise and implement function related projects with relevant partners and agencies.
- To provide the Property Licensing Manager with clear, impartial advice in all matters relating to the team's functions as required and deputise for them from time to time concerning Property Licensing matters.
- Impartially investigate alleged offences under the Protection from Eviction Act 1977 and other related Acts where landlord and tenant offences may have been committed. To prepare legal court prosecution case files, to issue Civil Penalty Notices, and give evidence at court as necessary.

Key accountabilities

- To ensure effective management of the team's workload; implement effective strategies for ensuring staff in the service meet department KPIs, undertake effective enforcement and carry out other regulatory duties under relevant legislation.
- To recruit and manage establishment and supervise contract and other staff to ensure the service operates within the framework of the law, regulations and guidance.
- To oversee management of service requests, provide complex advice, statistics and reports, undertake specialistic inspections and investigations of the most serious complaints, food poisoning outbreaks etc. as required.
- To establish and monitor KPI's, compliance with statutory obligations and to be responsible for effective monitoring of staff performance, including appraisals, one to one meetings, sickness and attendance management in accordance with Council's procedures.
- To promote the development and maintenance of the highest professional standards and ensure adherence by all officers within the service with Council's procedures and regulators codes of practice.
- To develop and be responsible for management of multi-disciplinary project teams.

- To be responsible for auditing work of the team including the standard of enforcement and other regulatory duties, letters, reports, prosecution cases, court and other legal documentation meets legal requirements.
- To be responsible for maintaining high quality case records and the accuracy of databases and computer-based systems
- To maintain an expert understanding of statutory requirements and best practice and to act on behalf of the Council in the context of the relevant statutory provisions to achieve compliance with relevant legislation and where appropriate act as an expert witness.
- To appropriately work in and manage the wellbeing, health and safety of self, colleagues and others in physically risky and dangerous situations, structures and environments including working where the risk of exposure to infectious diseases, physical, chemical, biological, and psychosocial hazards is heightened, often out of hours and on weekends.
- To maximise the capacity and impact of services and set, in liaison with the Property Licensing Manager and other managers within the service, work programmes, local service indicators, targets, work practices and procedures and standards of customer care for the team and to manage compliance.
- To represent Council at internal and external meetings, in criminal and other courts, Committees and other forums as required and to present reports, information and evidence.
- To be responsible for any cash, resources, evidence, equipment, data, including the establishment of secure and confidential systems.
- To organise, plan, deliver and maintain effective team working to achieve the Council's objectives with regard to the investigation and enforcement action with regard to complaints.
- To lead on partnership' and cross-boundary working practices within Environmental Health & Trading Standards and, other Council departments, external organisations and government departments, organising and leading joint operational work, partnership meetings and shared areas of priority.
- To respond as required, commensurate with the post holder's levels of responsibility at times of civil emergency or to meet exigencies of the service.
- Deliver a service with a 'One Council' approach; having regard to other services' priorities and build and maintain good working relationships with internal and external partners to ensure the Council's statutory duties, obligations and policy commitments are met.

- To exemplify the values and behaviours supported by the Council including valuing diversity, within and outside the organisation.
- To ensure all management and service processes comply with the Council's governance mechanisms including audit, procurement, risk management, health & safety, equalities, and diversity.
- To support the Head of Service to provide the council's Councillors and Cabinet (portfolio) members with professional, objective, and balanced advice and guidance, ensuring the effective implementation of policy decisions and enabling the effective scrutiny of services and decisions.
- To respond to Members of Parliament and other official enquiries with advice and information upon request.

The above-mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the postholder.

Key performance indicators

- Departmental performance indicators including indicators relating to enforcement outcomes, inspection delivery, financial monitoring and achievement of service plan objectives.
- Key major project measures and benefits realised.
- Resident, business and customer satisfaction levels.

Key relationships (internal and external)

- Other Council Staff.
- Ealing residents.
- Ealing landlords and agents.
- External organisations e.g. Police (including cadets) · HMRC · Chartered Institute of Environmental Health · Department of Work and Pensions · Members of Parliament · London Fire Brigade · Court Officials · Members of the public · Community Groups and the voluntary sector · Department of Levelling Up, Housing and Communities, and other professional bodies.
- Assistant Directors and Service Heads across the Council
- Central Government Departments, London Mayors Office, and other local authorities.
- Suppliers and contractors.
- External consultants and technical advisors.

Authority level

- Act as the Council's Lead Officer and technical expert in tenancy law with oversight of key Council policies within service area.
- Directly manage staff and additional contractors, consultants and agency staff.
- Provide training to equip staff to work in teams across Regulatory Services and deal with performance, welfare and safety, in accordance with the policies, practices and procedures of the Council. Ensure the team's legal work meets appropriate standards.
- Responsible for cash and evidence handling (including in criminal and evidential contexts).
- Responsible for a range of agency staff, contracting, surveying, compliance and inspection contracts and procurements.

Person specification

Essential knowledge, skills and abilities

1. *Substantial theoretical knowledge of landlord and tenant law including the Protection from Eviction Act and the Renters Rights Act.
2. *Substantial practical experience of investigations into private sector landlord and tenant disputes.
3. *Substantial practical experience of mediation and advice to private landlords and tenants on their legal rights and responsibilities.
4. *Substantial practical experience of applying tenancy law to prevent and deter unlawful eviction and harassment in the private rented sector.
5. The skill and ability to interpret and apply relevant legislation to determine the most suitable course of action to resolve complex cases.
6. *Ability to manage, motivate and develop individuals to build a high performing team and create a trusting positive culture.
7. Ability to appropriately work in and manage the wellbeing, health and safety of self, colleagues and others in physically risky and dangerous situations, structures and environments including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened.
8. Ability to appraise performance and manage sickness absence and poor performance in accordance with Council policy.
9. Ability to manage projects, develop and deliver work programmes and produce policies.

10. *Ability to work in collaboration and partnership with Councillors, colleagues, internal services and external bodies such as voluntary groups, external service providers and government agencies to deliver integrated and improved services.
11. *Ability to prioritise, make decisions and provide leadership for staff, including the establishment and maintenance of a performance management culture within, that supports continuous service improvement and outcomes for residents.
12. Knowledge, expertise and a proven track record of delivering and development of innovative approaches to ensure high quality outcomes for stakeholders, whilst enabling service improvement and new ways of working, utilising new delivery models, governance and operating structures.
13. Demonstrates an excellent practical understanding of current best practice in delivering frontline customer services within their area of expertise and evidence of experiential knowledge and understanding of the operational issues that may impact on the delivery of Services.
14. Demonstrates a political acumen and the ability to provide responsive, impartial technical advice to Councillors, Scrutiny Committees & panels, Cabinet members, MPs.
15. Ability to analyse and interpret a variety of information, prepare, present and quality check reports for evidential adequacy, make recommendations as to the most appropriate action and prepare legal documents for Court, Council meetings, Committees, appeals etc.
16. Understanding of equality and inclusion challenges and how to address them within service delivery and the workforce.
17. *Excellent communication skills, with the proven ability to present to a diverse range of internal and external audiences using a variety of media and approaches. Evidence of influencing and negotiating skills with the ability to influence decisions.
18. Ability to work flexibly. The post holder may be required to work outside normal working hours, including late nights and early mornings at short notice in exceptional circumstances (such as in response to emergency housing hazards).

Essential qualification(s) and experience

1. Evidence of professional and/or practical training in tenancy relations and tenancy law.
2. Minimum: 5 GCSE "O" level qualifications (to include Maths and English) or equivalent qualifications, and: 2 "A" level qualifications (at least one of which to be science based) or equivalent qualifications and experience.

3. Substantial experience of working in an agile environment, anticipating and adapting to changes as a result of regulatory reforms, legislation and government guidance
4. Strong track record in driving performance standards and delivering service improvements with clear outcomes for customers.
5. Experience of using complex IT systems and identifying where technology can improve efficiencies.
6. Experience of policy development, strategic planning and implementation in a partnership environment.
7. Experience of Equalities/Diversity issues.
8. Substantial experience of managing staff providing regulatory and associated services.
9. Substantial experience of training, appraising and developing staff.
10. Substantial experience of meeting performance targets, managing sickness absence and poor performance

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards