

PHS Licensing & Enforcement Processing Officer

Reports to:	PRS Licensing Service Manager		
Department:	Residents and Housing Services	Grade:	Scale 6
DBS Status:	Basic DBS Required	Politically restricted:	Yes / No

Job Purpose:

This role will deliver statutory, technical and administrative services which contribute to the overall functions of the borough's Private Housing Services (PHS) principally by assisting in the operation of Brent's private property Licensing schemes and enforcement. The work will be in line with the relevant legislation, including the Housing Act 2004, and within Brent's policies and procedures and its Community Wellbeing framework. The post-holder will be responsible for ensuring that private rented properties are licensed, and also to provide advice to landlords and tenants. The post holder will be required to develop a wide range of internal and external contacts and partnership working, whilst contributing to a high-performance team.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. To promote the Council's licensing schemes and positively encourage applications for licences.
2. To provide efficient and effective processing of all PRS licensing applications.
3. To directing customers to the Council's online assistance and, if necessary, to providing additional support, through both verbal and written communication maintaining and updating licensing records on the in-house database and liaising directly with customers and colleagues.
4. Additionally, the post holder will be required to handle service request and other complaints in relation to landlord and tenant issues including property disrepair.
5. To advise and promote to landlords, tenants, members of the public, Council staff, organisations and any other interested parties the Borough's prescribed PRS Licensing Schemes. This includes maintaining a broad and detailed knowledge of relevant legislation and associated technical information.
6. To support the service in the large-scale implementation and administration of Civil Penalty Notices.
7. To enter details of application for private property licences on to the database to enable the efficient processing of applications, ensuring that all required information is accurately recorded following the departments agreed procedures.
8. To undertake administrative checks of the data provided by licence holders and new applicants, checking the validity of applications for to ensure that applicants meet the necessary qualifying criteria, checking that all statutory information has been provided.

9. To liaise with licence holders, new applicants and any other relevant people as appropriate via telephone and written communication regarding any additional required information necessary for the processing of a licence application.
10. To carry out 'Fit and Proper' person" checks on proposed licence holders, managers and if necessary any other associated persons by liaising gathering any relevant information.
11. To provide an effective initial response PRS licensing referrals and enquiries also advising and offering guidance on basic housing requirements, complaints and issues, ensuring that all required information is accurately recorded on the database system.
12. To advise applicants on the progress of the licences applications and service requests and give basic information on relevant legislation and procedures.
13. To create diary appointments for reactive service requests, refer emergency and urgent cases e.g. imminent risks to health, illegal evictions and threatened homelessness to enforcement officers and service manager.
14. To submit the stage one and final licences and notices for checking by senior officers and once approved to serve notices and issue the licences in accordance with the department's agreed procedures.
15. To inform the council's Legal, Council tax and Planning Services of any property information that may be relevant to the income generation or enforcement within their service areas.
16. To carry out checks with appropriate external agencies and databases e.g. tenancy deposit schemes, rogue landlord's database, landlord accreditation schemes, Land registry, Companies House obtaining information relevant to the property or to the application.
17. To ensure that the requirements relation to gas safety certificates and the mandatory in relation to the granting of a licence are met.
18. Ensure and secure the correct licence fee payment is made. Process any additional licence charges or refunds, liaising with and for approval by senior managers and Finance Service as necessary.
19. Assist with the processing of civil penalties notices and charges and liaise with Finance and landlords and agents to ensure the collection of civil penalty fines.
20. To provide simple witness statements and attend court hearings to give evidence if required.
21. Assist with the scheduling and delivery of the programmed, proactive and reactive licence inspections including the work relating to licence renewals.
22. To carry out desktop research activities to identify unlicensed Houses in Multiple Occupation and other licensable houses and to issue advisory letters to their landlords, managers if any, and occupiers. To update the PHS database accordingly.
23. To carry out telephone customer satisfaction surveys, recording the feedback on the database to provide the department with performance statistics in accordance with the Quality Management system.
24. To carry out face to face meetings with licence, their representatives and members of the public to provide an assisted application process.
25. To assist with and participate with community, landlord and tenant forums and meetings.
26. To undertake and participate in personal training and continuous professional development to maintain a good knowledge and awareness of legislation and guidance with respect to the private rented sector and licensing.
27. To contribute and participate in the induction and training of new staff members to the PHS Team.
28. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
29. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030

30. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
31. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. A minimum of secondary education and to have a good level of literacy and numeracy.
2. To have a good knowledge and the ability to use the internet, and IT office systems to include using email systems, copiers etc.
3. A good awareness of Council responsibilities
4. A good awareness of housing need

Experience

1. Of carrying out office administration tasks, such as writing letters, responding to emails and data entry.
2. Of providing technical advice, preferably in relation to housing to a range of customers.
3. Of data input and data management ensuring accuracy and where appropriate confidentiality.
4. Of communicating effectively with the public and other stakeholders via a range of methods, in person, by telephone or in writing.
5. Of being able to work effectively under pressure and in dealing with difficult service users.
6. Of working both on your own initiative and within a team.

Skills and Abilities

1. Competent in using PC applications such as Windows based packages and web-based applications.
2. Demonstrate good interpersonal and communication skills through both oral and written methods.
3. The ability to interrogate data, analyse, interpret and record information.
4. To be able to prepare and draft documents.
5. To have an understanding of and be able to identify minor repairs needed to properties and be able to give instructions to contractors to carry out repairs.
6. Demonstrate the ability to set priorities and to manage the progress of your own work and competing demands to achieve performance targets.
7. Ability and willingness to work flexibly.
8. Demonstrate commitment to improvement and development of your own performance.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs.