**Manchester City Council**

**Role Profile**

**Business Support Team Leader – Housing Compliance, Grade 7**

**Compliance & Enforcement Service, Neighbourhoods Directorate**

**Reports to: Neighbourhood Team Lead**

**Job Family: Business Support**

**Key Role Descriptors:**

The roleholder will provide high quality, customer focused, flexible and timely business support directly contributing to the achievement of objectives of a high quality service.

The roleholder will efficiently manage staff in order to meet and raise service standards to achieve agreed business priorities, objectives and locality service/team plans, in alignment with corporate strategies, policies and regulations.

The roleholder will have a proactive role in supporting the service/discrete management team in ensuring compliance with any statutory and legislative requirements.

**Key Role Accountabilities:**

Lead accountability for implementation of robust service based monitoring systems, control of budgets with delegated authority to determine the efficient allocation of resources in accordance with best value practice.

Collaborate and effectively support teams in service development and implementation through effective action planning to ensure best practice standards and consistency, providing cover and flexibility where required.

Lead accountability in ensuring that appropriate business support processes are established, maintained and developed to meet the needs of the service and ensure they are deployed consistently across all provision.

Lead accountability for the effective management of data including the collation of accurate and comprehensive data in support of identified requirements, providing regular management reports to senior management.

Undertake projects as lead officer and contribute to strategic development and communication activities, in connection with corporate and service initiatives.

Develop effective partnerships and collaborative working arrangements with other services and stakeholders to identify improvements and cross-cutting initiatives to enhance the value-added role of business support.

Roles at this level will be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

**Role Portfolio:**

The role is based within the Compliance, Enforcement and Community Safety Service which sits within the Neighbourhoods Directorate. The service brings together enforcement and compliance resources and expertise into one team alongside community safety and civil contingencies.

The Housing Compliance and Enforcement Team sits within the Compliance and Enforcement Service and carries out regulatory work across the breadth of private sector housing activities. The main aim of the team is to regulate the private rented sector and ensure warm, safe, healthy homes are available for all private tenure residents across Manchester. Poor housing has a direct link to poor health, comfort, and mental well-being. The team works with landlords to ensure properties are brought into a good state of repair, are decent and safe for the occupants to live in, protecting public health and improving quality of life.

The Housing Compliance Team comprises of a series of focused teams. These teams are the Reactive Team, House in Multiple Occupation Team (HMO), discretionary licensing (DL) such as Selective Licensing (SL) and Additional Licensing (AL) teams and Proactive Enforcement Team. The business compliance function directly supports the HMO and DL teams, which focuses on the processing of licensing applications from private landlords. The purpose of these licenses is to ensure that the properties are managed properly, are free from hazards, and that suitable property checks for gas, electric and energy efficiency have been undertaken.

The Business Support Team Leader will be responsible for managing a small team of Business Support Officers (BSO’s), whose administrative role is to process all licensing applications, including checking the application is complete, checking all documentation is compliant, undertaking ownerships checks, considering fit and proper person requirements, sending out letters, issuing licences, ensuring payments are correct and communicating and advising property landlords on contentious matters.

All housing licensing applications are covered by legal requirements set down in the Housing Act 2004, associated regulations, national guidance and local policy documents. The role holder will receive on-the-job training, so they have a working understanding of the legislation and guidance and can advise BSOs on the correct decisions to make to ensure all activities comply with internal policies and relevant legislation.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders.
* **Analytical:** Ability to identify patterns and trends that may impact decisions and propose realistic conclusions identifying the risks and any assumptions made.
* **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Project Management:** Ability to define, document and manage through to implementation of medium-large scale projects.
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintain effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

**Technical Requirements (Role Specific)**

Knowledge and experience of using administrative IT systems to oversee and ensure effective service delivery.

Good knowledge of Microsoft Office products including Excel, Word, Outlook and Teams.

Willingness to gain the required knowledge of legislation relevant to housing licensing schemes under the Housing Act 2004, associated regulations, guidance, and local policies.

Willingness to gain the required knowledge relevant to legal enforcement procedures and their practical application to ensure that the service is effectively delivered including checking of legal notices, following through the legal processes and recovering outstanding debts.

Willingness to gain the required knowledge of the UK General Data Protection Regulations and associated guidance.