

## Role Profile

<b>Job Title:</b>	<b>Team Manager (Renters Rights Act)</b>
<b>Location:</b>	<b>Colindale/Hybrid</b>
<b>Department:</b>	<b>Housing Regulatory Services (HRS)</b>
<b>Directorate:</b>	<b>Growth</b>
<b>Grade:</b>	<b>L</b>
<b>Salary Range:</b>	<b>£62,766 - £69,984</b>
<b>Reports to:</b>	<b>Head of Housing Regulatory Services</b>

### 1. Job Purpose:

- To support the Head of Housing Regulatory Services in the comprehensive, accurate and legally robust delivery of Housing Regulatory Services enforcement and licensing functions, specifically Renters Rights Act implementation and enforcement.
- To manage, coordinate and develop a team of technical support and enforcement staff, to enable successful delivery of housing enforcement functions
- To be a decision maker, build trust with others and work on their own initiative taking responsibility for their outputs and the outputs of the team, whilst understanding where they fit in the bigger picture
- To be the leading source of knowledge in their specialist area to enable comprehensive training and management of their staff and compliance with the relevant laws, policies and procedures.
- To ensure that their team effectively meets performance, financial and corporate targets
- To ensure that HRS meets its responsibilities in relation to FOIs, Subject Access Requests, Members Enquiries and Service Complaints
- To act as a coordinating point for the service in relation to training, data, equipment and other cross service activities/requirements

### 2. Key accountabilities:

- Management of a team, and working with the other managers in Housing Regulatory Services and the Council/Barnet Homes to ensure that all legal requirements of the Renters Rights Act 2025 are being met and evolved into the current service legal landscape. This is a new team and all staff must have the necessary support and supervision to deliver the service comprehensively and effectively.
- Induction and performance management responsibility for all officers in their team to ensure legally compliant, customer focused and efficient service delivery. This will include One to Ones, coaching, and appraisals.
- Development and delivery of a holistic, officer focused annual training program based upon the development needs of each individual officer to enable officers to undertake a holistic approach to cases, enforcement of all relevant legislation and exercise powers as required
- Provide high level technical advice to the team.

## Caring for people, our places and the planet

- Ensure that you and your team are up to date with legislation, professional developments, and new initiatives nationally and locally and that systems are in place to ensure an intelligence and legally robust approach to enforcement and linked debt recovery.
- Audit cases to ensure that officers are working accurately and making the appropriate use of the data management system and financial recording systems
- Manage effectively to ensure high quality, professional resource utilisation and service delivery standards across the service area
- Forge strong relationships with internal and external stakeholders to provide expert advice, guidance and support on complex issues that pose challenge, and enable use of resources to maximum effect in the community.
- Ability to work with a high degree of autonomy.
- Ensure a timely and efficient service is provided which provides an accurate, timely and legally robust platform for all cases entering the department.
- Ensure that the Head of Service is kept fully informed on all aspects of work which are controversial, political, strategic, financial or otherwise of a sensitive or highly complex nature.
- Identify and deliver changes in procedures, and systems to maximise the teams efficiency and effectiveness
- Deputise as required for the Housing Regulatory Services Manager and other Team Managers
- Take responsibility for the leadership of projects in their specialist area
- Ensure the teams delivery of internal and external targets, and performance indicators. Monitor and report on the Teams performance as necessary.
- Undertake performance auditing, giving feedback as appropriate and putting measures in place to improve performance/service delivery.
- Taking particular care, and leading on as necessary, to ensure that the most highly sensitive, and complex cases are handled appropriately
- Work with the Head of Service to recruit competent staff able to deliver the service
- Undertake database monitoring to ensure that the data in the data management system is accurate, legally compliant and on track for GDPR, performance/project management and government returns.
- Ensure that the team makes a significant contribution to the departments strategic direction
- During audits be able to demonstrate the teams compliance with relevant policies and procedures
- Ensure that all information and documents entering and leaving the department via the team are accurately collated and legally compliant in their issuing and data recording
- Carry out other duties relevant to the post as and when required

- Ensure that HRS meets its responsibilities in relation to FOIs, Subject Access Requests, Members Enquiries and Service Complaints
- To act as a coordinating point for the service

### 3. Financial Responsibilities:

- No direct budget responsibility.
- Ensure that all financial information is accurately recorded on the appropriate data management so that payment and income data is robust and reconciliations completed as necessary
- Assist the Housing Regulatory Service Manager in ensuring that pre-set financial targets are met
- Assist the Housing Regulatory Service Manager in ensuring that grant budgets are not exceeded.
- Ensure that all debts are appropriately recovered

### 4. Staff Responsibilities

To motivate and directly lead a specialist team of multi disciplinary staff within the service depending on the Council's priorities, specifically Renters Rights Act enforcement but may include as necessary in line with legal and corporate requirements housing enforcement, empty properties, tower blocks, HMO Licensing, asylum seekers accommodation and property licensing.

### 5. Health and Safety Responsibilities (choose one option):

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

As a manager of the London Borough of Barnet, you are required to:

- Abide by of Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure risk assessments are in place for all task/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and take action where there are concerns
- Include health and safety in regular management team meetings
- Lead by example, monitor and enforce health and safety compliance of staff

### 6. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

**7. Flexibility**

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

**8. The Council’s Commitment to Equality**

To deliver the council’s commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

### PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
<b>Professional Membership/Qualification</b>		
Successful completion (or imminent completion) of an Environmental Health degree or postgraduate MSc course, accredited by the CIEH in Environmental Health (Housing Enforcement Officer)  Or  Three years demonstrable professional experience in the relevant specialism	Essential	Application
Fully qualified EHORB registered and eligible for Corporate Membership of the CIEH (EHO)	Desirable	Application
HHSRS trained	Essential	Application
<b>Experience &amp; Knowledge</b>		

Existing technical knowledge of private sector housing or the ability to develop technical knowledge.	Essential- minimum 3 years experience	Application/Interview
Experience of taking enforcement action and representing the Council in court and/or tribunal.	Desirable	Application/Interview
Excellent interpersonal and negotiation skills and able to communicate clearly both verbally and in writing with a wide range of contacts and to deal with difficult or complex issues	Essential	Application/Interview
Ability to accurately draft legal documents	Essential	Application/Interview
Experience in managing people	Essential	Application/Interview
<b>Skill &amp; Ability</b>		
Competent user of Microsoft Office specifically PowerBI, Word, Excel, PowerPoint, and Outlook.	Essential	Application/Interview
Ability to train staff on legal and technical topics relevant to specialism area	Essential	Application/Interview
Ability to accurately record and audit data using specialist data management systems	Essential	Application/Interview
Is self-motivated and able to work under pressure to meet deadlines and targets whilst producing work to a high standard.	Essential	Application/Interview
Adaptable, has as a flexible attitude and is able to adjust to change in tasks at short notice.	Essential	Application/Interview
Able to progress sometimes complex cases in a timely manner accurately and in accordance with the relevant legislation and guidelines.	Essential	Application/Interview
Able to motivate and train officers sufficiently to ensure that targets are met through the most appropriate action.	Essential	Application/Interview
<b>Values &amp; Behaviours (only include those that are relevant to the role, must have at least 1 behaviour per value)</b>		
<b>Caring</b>		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview

Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
<b>Learning to Improve</b>		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
<b>Inclusive</b>		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
<b>Collaborative</b>		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview