

# Job description

## Deputy Licensing Manager

- Grade: PO2
- Reports to: Licensing Manager (Residential Environmental Health)
- Direct reports: 4
- Your team: Residential Environmental Health Team
- Service area: Community Safety Security and Resilience
- Directorate: Homes and Neighbourhoods

### Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

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This post requires a DBS check at the appropriate level (Basic)

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This post is subject to the council's declaration of interest procedure

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This post is designated as politically restricted

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## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose could not be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE,' which is what we think public service is all about.

# Overview of the role

This role is central to our high-profile property licensing work, the postholder will help improve housing standards by efficiently processing and regulating private rented properties that require licensing.

Based within Islington's Residential Environmental Health Team, the role requires managing a small team, making robust and legal defensible decisions at pace, and assisting other teams tackling criminal landlords and letting agents.

Key responsibilities include administering and regulating mandatory and additional houses in multiple occupation (HMO) licensing, selective property licensing, supporting housing enforcement, organising property inspections, and managing a small team of licensing officers. The postholder reports to the Property Licensing Manager.

## Key responsibilities

Islington's ambition for 2030 is to create a more equal future for Islington, where everyone who lives here is able to thrive. This role supports our aim that by 2030, everyone in Islington has a safe, decent, and genuinely affordable place to call home. Here are the key responsibilities of the role:

- Assisting and deputise for the Property Licensing Manager and work with other deputy Licensing Managers, whilst managing a small team of 4 officers.
- To be responsible for the allocated property licensing functions and tasks, whilst remaining customer focused.
- To deal with landlord, managing agents and tenants complaints, complex enquiries using their expert knowledge of property licensing
- To be the lead specialist on property licensing procedures, the associated law and the property licensing IT systems, including updating procedures, templates and guidance notes as required.
- Ensures licence applications are processed within timescales, which includes checking payments, issuance, refusals, revocations and variations of licences.
- To work with other colleagues to help identify, regulate and enforce licensing requirements.
- Assist in initiating campaigns and publicity to promote property licensing, safety, and security in private rented sector housing. Including keeping the team's website pages, up to date to ensure content is clear, relevant and up to date.
- Providing advice, signposting, and assistance to landlords, licence applicants and other stakeholders on their responsibilities and obligations.
- Help in the creation of reports, data gathering and analysis for various stakeholders and in the preparation for any potential new property licensing schemes.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

- Support with creating duty rotas for the team
- Manage performance, attendance and provide team members with appropriate support, develop and training opportunities.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues, as necessary.

## Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

### Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

### Knowledge, experience, and skills

| Point | Criteria description                                                                                                                                                                                                                                                                       | Essential/desirable |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1     | Minimum of 5 GCSE passes (4-9 or A-C) or equivalent, must including passes in Maths and English.                                                                                                                                                                                           | Essential           |
| 2     | Experience of managing or leading a team and meeting deadlines and targets.                                                                                                                                                                                                                | Essential           |
| 3     | Experience of working in a customer facing environment including dealing with difficult tenants, landlords and other stakeholders in the private rented sector, with the ability to provide tenants, landlords and letting agents' clear information on their rights and responsibilities. | Essential           |

| Point | Criteria description                                                                                                                                                                                                                | Essential/desirable |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 4     | Knowledge of property licensing as per the Housing Act 2004 and associated regulations.                                                                                                                                             | Essential           |
| 5     | Experience of processing applications, including refusals, revocations, exemptions and administering payments and reconciling income.                                                                                               | Essential           |
| 6     | Possess excellent professional written and verbal communication skills demonstrated by the ability to convey complex legal and technical matters to a wide range of customers and partners.                                         | Essential           |
| 7     | Possess excellent management and organisational skills. Demonstrated by prioritising workloads to meet targets. Leading tasks from start to finish, assessing resources, leading officers / teams to ensuring deliverables are met. | Essential           |
| 8     | Excellent team working and management skills, including the ability to build relationships internally and externally, to ensure the achievement of the service outcomes and the role requirements.                                  | Essential           |
| 9     | Excellent record keeping skills with experience of creating, storing, and managing information and documents for clarity, accountability, and future reference. All whilst in compliance with GDPR.                                 | Essential           |
| 10    | Possesses excellent skills in using IT systems, from simple folders, use of MS Office software, to the use of specialised software for recording actions, decisions, risks, progress and issuance of legal notices.                 | Essential           |
| 11    | Uses initiative to overcome problems and has experience of playing a proactive role in the development of policies and procedures.                                                                                                  | Essential           |

### Work style

**This is a hybrid style role with up to two days per week home working subject to the demands of the service.**

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.