

# Job Description



<b>Job Title:</b> Team Leader	<b>Service Area:</b> Private Sector Housing Standards
<b>Division/Section:</b> Inclusive Economy and Housing	<b>Post Number:</b>  <b>Evaluation Number: 7830</b>
<b>Grade:</b> LP07	<b>Date last updated:</b> May 2026

## **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## **Overall Purpose of Job**

To be an effective practitioner and supervisor in a high performing private housing team, dedicated to the Service and corporate objectives of the London Borough of Newham Council.

Private Housing seeks continuous improvement of property conditions through robust regulation, high standard inspections and intelligent intervention.

Your role is to develop, implement and lead our strategy for protecting private renters across the borough while helping to tackle the social, economic and environmental problems that occur in the private rented sector.

You will need to provide an excellent service to landlords, owners, occupiers and tenants across all tenures. You will need to demonstrate action from a range of intervention strategies, including enforcement, education and advice.

## **Job Context**

The postholder reports to an Operations Manager or Service Manager/Head of Service.

1. The postholder will lead a team of high performing officers and senior officers and are expected to ensure their team works efficiently, to continually monitor targets and the quality of service and to effect change where required.
2. The postholder will be a flexible worker, which means they will be expected to work in various locations, remotely in the field, from any suitable office location or from home.
3. The postholder is expected to be a decision maker and work on their own initiative and to take responsibility for their outputs and the outputs of their team and department.
4. The postholder will be required to work early mornings, evenings, weekends and occasional public holidays on a regular basis in order to meet Service requirements.
5. The postholder will be expected to publicly represent the Council and ensure their team and other officers act and present themselves in line with the Council's conduct policy. To take appropriate action where an officer falls short.
6. The post holder will have line management responsibility for up to 10 technical staff and participate in key policy areas, projects, or objectives for the Service. He/she will also take the lead on either a disrepair/enforcement team (including licensing operations), compliance team, or special projects team.
7. The post holder will be a proactive leader and motivator to all staff. They will provide guidance, clarity and motivation to other Officers. To embrace a learning culture.
8. The postholder may have some responsibility for financial matters including procurement, the authorisation of works in default and contract/project management of up to £50k. He/she will be expected to take appropriate action to maintain budgetary control for work activities.

### **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Manage a team of up to 10 officers and ensure targets are met and share in leading in key policy areas or projects, to ensure that various technical functions and associated work are performed effectively.

2. To gather quality evidence under guidelines such as the Police & Criminal Evidence Act and prepare legal cases for the purposes of civil proceedings and criminal proceedings in courts and tribunals, including prosecutions.
3. Use their extensive housing and environmental health knowledge and make sound decisions in relation to technical and legal matters to achieve tactical and strategic outcomes.
4. To lead in the formulation and implementation of operational policies, procedures, guidance and initiatives.
5. To report to Operations Manager on all appropriate matters concerning the activities, duties and responsibilities of staff within their Team. To assist and deputise for Operations Manager.
6. Show awareness of different learning styles and needs. Develop and contribute to knowledge sharing initiatives including training programmes, mentoring, coaching and provide day to day technical support for their team.
7. To assist with procurement activity and authorising payments in relation to the delivery of statutory activities and other private sector housing services.
8. To process technical and other data to ensure the service operates to a high degree of productivity and efficiency
9. To understand and assist others in the use of the appropriate IT systems for business improvement and promote data quality and integrity at all times.
10. To investigate and take the appropriate action in relation to service requests and complaints about the service concerning technical or legal housing matters and poor officer performance.
11. To take responsibility and lead enforcement to ensure that cases are brought to a satisfactory conclusion.
12. To help manage the recovery of Financial Penalties by liaising with the Finance Department to ensure that their cases and their team members cases are brought to a satisfactory conclusion.
13. To prepare complex cases and give evidence to a high standard in civil and criminal proceedings in Courts and Tribunals on behalf of Council.
14. To act as the authority's expert in matters of private sector housing law and administration as it relates to the Council's duties, and support colleagues involved in similar activities.
15. To actively promote effective communications both inside and outside the Service through preparing and giving presentations, setting up meetings, consultations and briefings.

16. To assist in the preparation of, and contribute to, the annual service planning process, council policy and the formulation of indicators and measurement of outputs.
17. To prepare and present accurate written and/or verbal reports, briefings and presentations to senior managers, the Mayor, Cabinet and other bodies and to attend meetings as necessary or required.
18. To be flexible, able to cover more than one service area at any time and take on new duties and responsibilities. To cover the work of other officers as necessary in times of leave, sickness or other absenteeism.
19. To participate in the recruitment and selection of staff, including temporary staff and consultants. To carry out 1-1's, appraisals and case reviews in line with procedures for all supervised staff.
20. To support and recommend staff who are wishing to progress up the ranks through the Service's operation scheme and to report and take action in conjunction with the Operations Manager against officers failing to comply with council policy.
21. Represent the Service at meetings, working parties, interagency gatherings at local, sub regional, regional and national level. To maintain relationships with partners and stakeholders, particularly landlords and tenant groups to ensure the delivery of key outputs and performance indicators.
22. To give high levels of customer care and recognise the service needs of clients, ensure the delivery of high-quality customer service including dealing with MP/Councillor enquiries and FOI requests.
23. To ensure that adequate records and databases are maintained including statutory registers to enable the efficient operation of the work of the Team and assist with the timely production of information and performance indicators. To ensure their team does likewise.
24. To comply with Data Protection and Freedom of Information Act legislation and associated regulations and guidance.
25. To lead and advise on negotiating and dealing with criminal and civil legal cases, including deciding on revised amounts of FPN and negotiating legal settlements, whilst being transparent and auditable.

# Personal Specification



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<b>Directorate</b> Inclusive Economy and Housing	<b>Job Number:</b>  <b>Evaluation Number:</b>
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**IMPORTANT INFORMATION FOR APPLICANTS**

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p><b>EQUALITY AND DIVERSITY</b></p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p><b>PROTECTING OUR STAFF AND SERVICES</b></p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p><b>KNOWLEDGE</b></p> <p>1. Expertise of private sector housing and property licensing within the local government framework. Including the enforcement and regulatory functions of the Housing Act, Renters’ Rights Act, Public Health legislation, other landlord and tenant law and the application of all other relevant legal and practical principles.</p>	<p>Application form/Interview/Test</p>

<p>2. Comprehensive knowledge of developments in the field of housing and health and of the sociological, demographic and geographical demands and constraints of inner-city Boroughs.</p>	<p>Application form/Interview/Test</p>
<p>3. Comprehensive level of knowledge and experience of PACE, conducting interviews under caution, preparing evidence and obtaining warrants.</p>	<p>Application form/Interview/Test</p>
<p><b>QUALIFICATIONS</b></p>	
<p>4. BSc (Hons) or MSc Environmental Health or a similar degree (mandatory).</p>	<p>Application form / Interview</p>
<p>5. CIEH/Warwick Uni Certificate in Understanding and Applying the HHSRS (2-day Course) (mandatory).</p>	<p>Application form / Interview</p>
<p>6. Full Registration with the Environmental Health Officer Registration Board (EHRB) or registered with the CIEH as an Environmental Health Practitioner (REnvH or CEnvH) with a minimum of 4 years' post qualification experience or equivalent (mandatory).</p>	<p>Application form / Interview</p>
<p>7. Post Graduate Training/Qualification or demonstrable expertise in a relevant Private Housing Area (desirable).</p>	<p>Application form / Interview</p>
<p>8. Evidence of continuing professional development, including chartered status with a professional body (desirable).</p>	<p>Application form / Interview</p>

<b>EXPERIENCE:</b>	
9. Experience of leading on and providing advice on complex housing cases.	Application form/Interview
10. Experience of giving detailed advice on the rights and responsibilities of owners and occupiers.	Application form/Interview
11. Ability and experience of preparing briefings and presentations for the Mayor, Members, Senior managers and to national public forums.	Application form/Interview/Test
12. Comprehensive experience of the main functions of local authority public health and housing functions.	Application form/Interview
13. A high level of understanding and experience of construction technology, surveying techniques and extensive investigations on a variety of dwellings, including complex HMOs. Preparing schedules of work and applying and using risk assessments.	Application form/Interview/Test

<p>14. Experience of most aspects of private sector housing and/or property licensing work including demonstrable experience of having taken numerous high level enforcement work. Using a broad range of enforcement options under the Housing Act 2004, Housing and Planning Act 2016, Renters' Rights Act 2025, Public Health Acts, Statutory Nuisance legislation and other principal acts and statutory guidance.</p> <p>15. Expert level of competency to prepare and serve legal notices, legal agreements, prepare legal briefs, instruct counsel and pursue resultant legal action including giving evidence in court or tribunal, for prosecutions/hearings. To organise W.I.D and/or seek financial recovery. To proactively provide guidance and instruction to colleagues on the same.</p> <p>16. Experience in and ability to build and maintain effective and productive working relationships with service users, colleagues and partners at all levels.</p> <p>17. Comprehensive experience and commitment to delivering an effective, improving and high-quality service.</p> <p>18. Comprehensive experience of taking the initiative in dealing with a wide range of private sector housing functions and for the improvement of the Service.</p> <p>19. Ability and experience in leading effective interventions, making sound technical judgements and following through to a satisfactory conclusion.</p> <p>20. Experience of deputising for Operations Manager in making and implementing operational decisions in their absence.</p> <p>21. Experience of leading on and providing advice on complex housing cases.</p> <p>22. Experience of managing teams, people, projects and/or procurement activities.</p>	<p>Application form/Interview/Test</p> <p>Application form/Interview/Test</p> <p>Application form/Interview/Test</p> <p>Application form/Interview/Test</p> <p>Application form/Interview/Test</p> <p>Application form/Interview/Test</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>23. Ability to be flexible and ensure flexibility within your team and lead by attending inspections and operations out of hours (weekends, early mornings, evenings and late at night).</p>	<p>Application form/Interview</p>

24. Ability to lead and work effectively with various internal and external partners e.g. Planning, Police, London Fire Brigade, Immigration, HMRC, other LA's, etc.	Application form/Interview
25. Ensure knowledge is proactively shared.	Application form/Interview
26. Offer constructive criticism in appraisals and 1-1s, where appropriate. Ensure measures are agreed to rectify issues.	Application form/Interview/Test
27. Willingness and ability to be flexible undertake new tasks and take responsibility and make well informed decisions on behalf of the Service.	Application form/Interview
28. Lead on, promote and implement new ways of working to improve service delivery. Using innovative thinking to create and define new policies/procedures.	Application form/Interview
29. Able to communicate priorities to staff in a clear and unambiguous way.	Application form/Interview
30. Able to ensure important messages are communicated regularly and at the correct level.	Application form/Interview
31. Ability to, on one's own initiative, promote and defend the team's work publicly to ensure the positive high media profile of the Service.	Application form/Interview
32. Have a high degree of literacy and numeracy skills, with appropriate application to the business.	Application form/Interview/Test
33. Ability to analyse, filter and use data and to interpret electronic information accurately. To identify and design new ways of collecting and using data for the benefit of the Service.	Application form/Interview/Test
34. Able to lead on the effective delivery of tasks and services for internal and external customers.	Application form/Interview
35. Able to make high level decisions in the absence of Operations Manager, with knowledge of the strategic objectives of the Service.	Application form/Interview
36. Ability to coach, support, influence and assist colleagues in resolving complex cases.	Application form/Interview
37. Ability to lead, identify and support team development needs and their own.	Application form/Interview

<p>38. Ability to manage their own workload and have capacity to monitor their team members' workload, through 1-1 and appraisals to ensure performance targets of the service are met.</p> <p>39. Ability to identify, develop and deliver projects for the team.</p> <p>40. Ability to delegate tasks and performance manage staff.</p> <p>41. Ability to use creativity and innovation to solve problems, identify, develop and deliver projects for the team.</p> <p>42. Ability to implement change and support the management team in delivering quality outputs.</p> <p>43. Ability to participate in the selection of staff and undertake appraisals and case reviews as necessary.</p> <p>44. Ability to audit their team's work and legal cases. To take action against staff using Council HR policies, where required.</p>	<p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview/Test</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>45. Supports their team and seeks guidance and clarification from Operations Manager when needed.</p> <p>46. Motivate colleagues to improve team working.</p> <p>47. Effective and professional interpersonal skills with excellent communication ability with regards to service users, other officers and external partners.</p> <p>48. Inspires others to deliver high standards of customer service and by leading by example.</p> <p>49. Is enthusiastic about PSH work and has a problem-solving attitude, which influences and motivates others.</p> <p>50. Liaises and has contacts with other councils and organisations to identify opportunities to enhance or protect the work of the department, internally and externally.</p> <p>51. A champion of a learning culture with an understanding of different learning styles.</p> <p>52. Proactively share knowledge and skills.</p>	<p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p>

<p>53. To identify and deal with underperformance and give praise, where needed.</p> <p>54. Promotes, investigates and uses new technology and new ways of working to meet the requirements of the service.</p> <p>55. Promotes, supports and encourages a focus on outputs within their team and service.</p>	<p>Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>56. The post holder will be required to work at various locations within the borough starting early mornings (7am start). However, they will also be entitled to flexible work outside of the corporate core hours. Officers may also be required to work late evenings, weekends and occasional public holidays on a regular basis in order to meet service requirements. These locations will be in poor, overcrowded and unsanitary condition.</p> <p>57. Some of the duties undertaken by this post will require the post holder to have a full current driving licence, and require that they provide their own vehicle, which must be safe to drive, MOT'd, taxed and insured for business use. They must also be willing to drive a Council vehicle after completing a Council driving test.</p> <p>58. This post is subject to an enhanced DBS check.</p> <p>59. This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application form/Interview</p> <p>Application form/Interview/Test</p> <p>Application form/Interview</p>