

JOB DESCRIPTION

JOB TITLE: Complex Case Investigator

JOB NO:

GRADE: 5 (*consultation grade - subject to formal evaluation under the Pay Equity Review*)

DIVISION: City Operations

DIRECTORATE: Regulation and Enforcement

SECTION: Property Licensing

NO OF POSTS: 16

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES/~~NO~~

1.0 JOB PURPOSE

- 1.1 Undertake all duties associated with identifying unlicensed properties and robustly pursue those landlords reluctant to engage with mandatory and discretionary property licensing requirements.
- 1.2 Lead on delivering both simple and more complex enforcement cases related to housing standards, property licensing, and anti-social behaviour, in accordance with the relevant policies and procedures.

2.0 DUTIES AND RESPONSIBILITIES

- 2.1 Identify potential licensable properties using data held in council records or through intelligence led investigations, complaints, and street surveys and take appropriate action to ensure compliance with mandatory and discretionary property licensing.
- 2.2 To ensure compliance with licensing conditions. To take compliance and enforcement action in line with the Regulation and Enforcement: Enforcement Policy.
- 2.3 Carry out full inspections of private sector properties, respond to service requests and decide on appropriate action, with a high level of discretion, in often highly complex and contentious matters. This will be predominately in relation to the Housing Act 2004 and the Housing Health and Safety Rating System to evidence breaches, applying other legislation as appropriate.
- 2.4 Issue notices, including Civil Penalty notices and undertake all forms of legal enforcement action to improve private rented sector accommodation from initial complaint to successful conclusion, including presenting in court.
- 2.5 Prepare and issue work schedules required to bring properties up to standard and monitor compliance within relevant legislation. Carry out regular case reviews and be responsible for prosecutions, appeals or default actions.

- 2.6 Provide high quality customer focused services and relevant advice to landlords, lettings agencies, and tenants in all aspects of improvement, enforcement, and regulation, including ensuring they are aware of their legal responsibilities.
- 2.7 Decide on appropriate cases for prosecution and ensure action complies with the Enforcement and Regulation: Enforcement Policy and public interest criteria.
- 2.8 To respond to enquiries and reported complaints of ASB and co-ordinate response.
- 2.9 Identify and pursue appropriate legal action (e.g., injunctions, closure orders) to prevent anti-social behaviour from occurring including service of notices, briefing solicitors, preparing witness statements, Particulars of Claim, attending court and acting as witness where appropriate.
- 2.10 To action agreed solutions working in partnership with key agencies, including progressing and taking appropriate enforcement action against perpetrators where appropriate.
- 2.11 Prepare and issue work schedules required to bring properties up to standard where deficiencies are identified and monitor compliance within relevant legislation. Collate evidence, write statements and associated documentation, prepare prosecution file.
- 2.12 Give evidence on behalf of the Council at Court, Public Enquiries, Ombudsman Enquiries, Residential Property Tribunals and defend appeals, ensuring compliance with the requirements of Police and Criminal Evidence Act 1984.
- 2.14 Proactively manage own caseload and ensure all cases are brought to a satisfactory conclusion, problem solving where issues arise. Carry out regular case reviews and be responsible for prosecutions, appeals or default actions.
- 2.15 Maintain accurate and detailed records of all live and historic cases and make use of new technology and specialised equipment. Provide detailed reports, statistics, and performance information as required.
- 2.16 Attend meetings internally and externally sharing best practice, working collaboratively to raise standards in the private rented sector and raise the profile of the work of the Council, being well prepared and always acting professionally.
- 2.17 Maintain detailed up-to-date knowledge and play an active and positive role in the development and review of strategies, procedures, policies, working practices in response to changes in legislation, codes of practice, case law, Residential Property Tribunal decisions, statutory and non-statutory guidance, best practice identified by other departments or organisations in relation to regulation and enforcement in the private rented sector.
- 2.18 Work flexibly and positively as part of a team to ensure individual and team targets are met, contributing ideas and suggestions to improve service delivery.

OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Service Manager – Private Rented Sector Licensing

JOB NO:

3.2 LEVEL OF SUPERVISION - 2

1. Regularly supervised with work checked by supervisor.
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
N/A			

*Use 1,2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

DBS check required for the post	Yes	✓	No	
Level of check required				
Basic		✓		
Enhanced				
Enhanced with barred list check - Adults				
Enhanced with barred list check - Children's				
Enhanced with barred list check – Adults & Children's				

Date: 30 August 2023	Name: Laksmi Kerrison	Signature: L.Kerrison
--------------------------------	---------------------------------	---------------------------------

Skills & Ability e.g. written communication skills, dealing with the public etc.	Effective written and verbal communication skills in order to write reports and present information.	A.F/I
	Excellent investigative, intelligence gathering and problem-solving skills.	A.F/I
	Able to weigh up different views, exercise good judgement and make decisions.	A.F/I
	Confident and able to challenge in a positive and constructive manner.	A.F/I
	Resilient, adaptable, and flexible. Ability to adapt and contribute to change.	A.F/I
	Excellent communication skills.	A.F/I
	Able to develop effective working relationships with colleagues across the organisation and external agencies.	A.F/I
	Able to work independently on own initiative and to prioritise work and to meet tight deadlines.	A.F/I
	Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016)	A.F/I
Training	Willingness to develop new skills and attend appropriate training when required.	A/F
Other	Able to work early mornings, evenings and weekends, where required, to support investigation work.	A/F
	Ability to facilitate own travel around the city.	A/F

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.

Date: 30 August 2023	Name: Laksmi Kerrison	Signature: L.Kerrison
Date reviewed: 5 September 23	Name: Simon Williams	Signature: S Williams