

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Technical Support & Intelligence Manager

Private Sector Housing, Housing & Communities Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To lead, manage and develop the Team responsible for the Technical Support and Intelligence for the whole of the Private Sector Housing Service to ensure that the Council's housing related licensing, regulation and enforcement functions are able to operate effectively, ensuring poor housing conditions are prevented, and customers are at the centre of our regulatory activities.

## **Accountable to:**

This role is accountable to the Head of Private Sector Housing and has management responsibility for Intelligence Officers and Technical Support Officers. The role will also work closely with the Housing Enforcement Manager, Housing Regulation Manager and Home Adaptations Manager to ensure they meet their service objectives. The role sits within Private Sector Housing Services, part of the Housing and Communities Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. To lead, manage, monitor, empower and develop the Technical Support team with responsibility to effectively and accurately validate applications for houses in multiple occupation, provide comprehensive responses to customer enquiries and to triage customer requests across the Private Sector Housing Service and lead a team providing effective technical support for the whole of the Private Sector Housing service.
2. To lead, manage, monitor, employ and develop the Intelligence team with responsibility to effectively control and process all information and intelligence that supports the delivery of Private Sector Housing regulation and enforcement, and the delivery of a customer-centric housing adaptations service.
3. To develop and implement information controls across Private Sector Housing based on policy, legislation and best practice to ensure all freedom of information requests, investigations or complaints, enforcement activities, and home adaptation responses are of the required quality with a problem-solving approach, prevent further escalation and resolve at the earliest point of contact. Use learning from these activities to inform and drive service improvement and inform learning needs analysis.
4. Responsible for leading all aspects of performance, statistical returns and service standards to ensure the Technical Support and Intelligence Team complies with policy, procedures, relevant legislation and corporate key performance indicators. Including production of management reports.
5. To proactively build and strengthen partnership with other Council teams/departments, external partners, statutory bodies and voluntary sector organisations to identify poor management and criminality in the local housing provision. Facilitate multi-agency information and intelligence sharing that supports and delivers a multi-agency response to concerns in the local housing market, the effective response to rogue and criminal behaviours, and effective response to safeguarding concerns.
6. To establish and maintain effective and efficient arrangements for exchanging information and collaborating with other local investigative agencies, leading to Multi Agency investigations and collaborations.

7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent communication skills, both verbal and written, and the ability to provide clear, consistent advice to partners, landlords, property owners and tenants	Essential	A, I, P
Ability to assess, collate, organise and provide explanations regarding complex information to a variety of audiences in a way that can easily be understood	Essential	A, I, P
Ability to work on own initiative, prioritise work and meet tight deadlines and deal with rapidly changing priorities	Essential	A, I, P
Able to demonstrate the ability to accurately draft legal documents, to serve the documents, and follow up compliance in cases that may ultimately result in formal enforcement actions by the Council	Essential	A, I, P
Demonstrate effective use of intelligence management systems, such as IDB, to undertake the effective organisation and creation of relationships in intelligence information	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.).	Essential	A, I, P

Knowledge:	Essential / Desirable	Measured by
Knowledge of all Microsoft Office 365 products such as Teams, OneDrive, Outlook, Word, Excel and PowerPoint	Essential	A, I
Demonstrable and robust knowledge of data protection, intelligence sharing, and information management	Essential	A, I, P
Knowledge of IT related intelligence software, such as IDB, and its ability to create relationships between intelligence information	Desirable	A, I, P
Knowledge of the home adaptation and/or Private Sector property licensing and enforcement legislation	Desirable	A, I, P
Thorough knowledge of the Police and Criminal Evidence Act 1984 (PACE), CPI, RIPA (covert surveillance), Criminal Procedure and Investigation Act 1996 legislation	Essential	A, I, P
Good working knowledge of the National Intelligence Model (NIM)	Desirable	A, I,
A knowledge of search and seizure powers under the POCA legislation and PACE Act 1984, as well as knowledge of the available forfeiture powers under other legislation	Desirable	A, I,

Relevant experience:	Essential / Desirable	Measured by
Practical experience of undertaking in-depth research, ideally in relation to criminal investigations	Essential	A, I, P

Experience in the development and maintenance of effective partnerships with other services and organisations, and the development of positive relationships with colleagues, managers and other services	Essential	A, I, P
Experience in the gathering, management, analysis and storage of intelligence information	Essential	A,I
Experience of working in a busy customer focussed area	Essential	A, I
Experience in the gathering, management, analysis and storage of intelligence information relating to local authority enforcement of housing standards	Desirable	A,I
Knowledge of Private Sector property licensing and enforcement	Desirable	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Degree in relevant subject area (for example, regulatory or law based activities, criminology, or information management)	Essential	A, D
NVQ5 Management, or equivalent qualification or equivalent experience of managing teams	Essential	A, D
Employment based training and continued professional development in the application of the General Data Protection Act, Criminal Procedure Rules, Civil Procedure Rules, and Police and Criminal Evidence Act	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Job family band:</b>	Regulatory & Technical Band 08	<b>Worker type:</b>	Part-flexible
<b>People management responsibility:</b>	No	<b>Budget responsibility:</b>	No

### Working conditions & how we work:

The work will involve visiting residential properties across West Northamptonshire for the purposes of undertaking housing inspections, this may include working at height, carrying equipment, and the exposure to housing related hazards

We are open to discussions regarding part time working, or flexible working patterns

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our Organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
  - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
  - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
  - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

