

Job Description

Job Title	PSH HMO Project and Applications Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Private Sector Housing
Grade	5
Competency Level	1
Salary	£31,022 - £35,412
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A10492

Job Purpose

To provide coordinated project and operational support to the delivery of HMO-related programmes, including licensing, compliance and service improvement initiatives.

The postholder will support the planning, coordination and delivery of project workstreams across the Private Sector Housing service, whilst also undertaking

delegated HMO licensing functions to support service delivery and manage service demand.

The role will act as a key link across teams and directorates, ensuring that HMO project activity and licensing processes are aligned, effectively coordinated and delivered in accordance with statutory requirements.

Directly Responsible For:

Not applicable

Directly Responsible To:

Senior Housing Modernisation Manager

Main Areas of Responsibility:

Project Support & Delivery

- Support the development, coordination and delivery of HMO-related projects and initiatives, ensuring alignment with service priorities, statutory requirements and agreed delivery plans
- Develop and maintain project documentation, including plans, timelines, risk logs, action trackers and reporting mechanisms
- Monitor project progress across multiple workstreams, identifying risks, issues and dependencies and escalating where appropriate
- Support service improvement activity, including process mapping, reviewing workflows and identifying opportunities for more efficient and consistent delivery
- Assist in the coordination of cross-directorate activity relating to HMO programmes, ensuring effective communication and alignment

HMO Licensing & Applications



- Undertake HMO licensing functions as required to support the delivery of the mandatory licensing scheme and wider service demand
- Process HMO licence applications and renewals through case management systems, ensuring completeness and accuracy of information
- Validate supporting documentation, including safety certificates and required compliance information, and undertake relevant procedural checks
- Carry out initial assessments of applications against defined criteria and identify where further information or escalation is required
- Prepare and issue licences, legal notices and standard correspondence in line with established procedures and statutory requirements
- Record, process and monitor licence fee payments, ensuring accurate financial and system records are maintained
- Provide advice and guidance to applicants and licence holders on application requirements, licence conditions and HMO standards within defined parameters
- Escalate complex, high-risk or technical cases to senior or specialist officers in line with service procedures

Coordination & Stakeholder Engagement

- Act as a key contact point between Private Sector Housing teams, other council services and external partners in relation to HMO projects
- Coordinate meetings, project boards and working groups, including preparing agendas, papers and tracking actions
- Support effective communication and information sharing across teams to enable joined-up delivery
- Build positive working relationships across directorates to support programme delivery

Service Development & Continuous Improvement

- Contribute to the improvement of HMO licensing processes and project delivery approaches
- Support the development of consistent procedures, templates and guidance
- Maintain an awareness of relevant legislation, particularly Housing Act 2004 and HMO regulatory frameworks
- Participate in training and development to build knowledge across both project delivery and housing functions

Supervision and Management Responsibility:

Not applicable

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This may require sitting for long periods of time for focussed, concentrated work

Corporate Responsibility:

- Contribute to the delivery of the Council Plan



- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to Level 3 standard (e.g. A-levels, NVQ Level 3) or equivalent relevant experience in project support or HMO licensing/management (A)

Desirable

- Relevant degree or professional qualification (e.g. housing, project management, public administration or similar)
- Working towards or willingness to undertake a recognised project management qualification (e.g. PRINCE2 Foundation, APM)
- Training or experience related to Private Sector Housing, HMO licensing, or property regulation

Experience

Essential

- Experience of providing administrative or project support within a service delivery environment (A/I)
- Experience of coordinating tasks or workstreams across multiple stakeholders (A/I)
- Awareness of project delivery processes (e.g. planning, monitoring, reporting) (A/I)

- Basic understanding of housing, regulatory, or local authority services (including HMO or Private Sector Housing desirable) (A/I)

Desirable

- Experience of supporting project delivery within housing, regeneration or regulatory services
- Knowledge of HMO licensing, housing standards or Private Rented Sector regulation

Skills/Abilities

Essential

- Strong organisational and coordination skills with the ability to manage competing priorities (A/I)
- Ability to maintain accurate records and monitor progress against defined plans (A/I)
- Effective communication skills, with the ability to work collaboratively across teams and services (A/I)
- Ability to analyse information and present it clearly in reports or briefings (A/I)
- Competent in the use of IT systems including Microsoft Office (Excel, Word, Teams) (A/I)
- Ability to work proactively and use initiative within defined parameters (A/I)
- Strong attention to detail and commitment to quality and accuracy (A/I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

