

JOB DESCRIPTION

JOB TITLE	Apprentice Regulatory Compliance Officer
GRADE	Band C
REPORTING TO	Housing Standards Team Leader / Housing Standards Manager
JD REF	REG0085G

PURPOSE

A 20-month fixed term apprenticeship undertaking the Regulatory Compliance Officer level 4 qualification whilst working in a supported environment to develop skills and knowledge. Undertake checks on private rented sector properties for compliance with licence conditions and to ensure compliance with HHSRS and other regulatory requirements, including supporting Housing Standards Officers and Senior Housing Standards Officers.

MAIN DUTIES AND RESPONSIBILITIES

1. Work as part of a supportive and collaborative team to plan, organise, and deliver inspections and assessments in line with service objectives, policies, and procedures.
2. Carry out property inspections under the guidance and mentorship of Housing Standards Officers, ensuring a learning-focused approach to understanding licensing compliance.
3. Assist in preparing clear and professional correspondence to license-holders and other relevant parties, with the support of experienced colleagues and in accordance with established procedures.
4. Support efforts to ensure timely compliance with notices and correspondence, working closely with the team to escalate non-compliance appropriately and constructively.
5. Identify potential Housing Health and Safety Hazards and refer them for further investigation, contributing to a safer housing environment for all.
6. Provide practical and administrative support to Housing Standards Officers in the preparation and service of legal notices, documents, and witness statements.

7. Participate in investigations into compliance issues, with guidance and training provided to develop skills in inspections, evidence gathering, and formal interviews.
8. Respond to service requests and investigate complaints with empathy and professionalism, ensuring residents feel heard and supported.
9. Foster strong working relationships with colleagues and stakeholders, promoting a culture of mutual respect, continuous improvement, and shared success across the Council.

ESSENTIAL CRITERIA

QUALIFICATIONS

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Regulator Compliance Officer Level 4 apprenticeship

EXPERIENCE

- Experience of providing excellent customer service either face to face or over the telephone.

SKILLS/ABILITIES

- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with a range of colleagues and customers
- Good organisational skills with ability to prioritise work and work accurately to meet deadlines
- Willingness to represent the service at meetings and carry out investigations and inspections / out of normal office hours
- Ability to work in and contribute to a team
- Good level of accuracy and attention to detail

DESIRABLE CRITERIA

- Ability to identify improvements to processes and systems and to share the recommendations with the wider team
- Ability to handle confidential and/or sensitive information with appropriate discretion
- Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job



- Ability to build and develop effective relationships at all levels of the organisation, and with customers and stakeholders
- An understanding of and a personal commitment to Wirral Borough Councils values
- A strong team player able to work flexibly to meet the needs of the service.

ADDITIONAL INFORMATION

- 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 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.

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

DATE OF APPROVAL: JULY 2025

APPROVED BY: LISA NEWMAN, AD HOUSING SERVICES

This is only completed on the FINAL version of the JD following approval.

It does not require a signature (unless an electronic signature has been provided). Email approval from the signing approver is sufficient or M74 sign off. This is completed by HR Operations Team.

