



# Regulatory Compliance Officer Candidate Pack



**DARTFORD**  
BOROUGH COUNCIL



## About the role



## Regulatory Compliance Officer

### (18 Months Fixed Term)

**Directorate** – Corporate Services

**Department** – Human Resources

**Grade** – E

**Salary** – £31,182 PA increasing to £33,958 PA following 12 months satisfactory performance

**Hours** - 37 hours per week – Monday – Friday

Flexi-time Available

### About the role

An exciting opportunity has arisen to begin your career in housing regulations and join Dartford Borough Council's Private Sector Housing Team as a Regulatory Compliance Officer! The Private Sector Housing Team's role is to improve the standard of private sector properties through grant assistance, enforcement action, education and advice. The types of properties we deal with include HMOs, single dwellings, empty properties, blocks of flats and caravans. This 18-month fixed term post includes the undertaking of the Regulatory Compliance Officer Level 4 Apprenticeship (Housing) alongside your day-to-day role.

As a Regulatory Compliance Officer, you will support landlords and tenants, ensuring their homes meet health and safety standards. You will also support the Team in carrying out enforcement activities when necessary. This role involves assessing customer queries, compiling and evaluating evidence through research, intelligence and information gathering, conducting property visits, and providing advice, guidance and enforcement to ensure compliance with housing regulations. The diverse and dynamic nature of the work means that every case is different. Whether its investigating poor housing conditions and unlicensed HMOs or checking compliance with licence conditions and other regulatory requirements, this position will offer you the opportunity to develop a wide range of skills, knowledge and experience in the field.

You will be fully supported by the team and will have the opportunity to expand your knowledge and skills through both internal and external training. Over the course of your apprenticeship, you will develop the confidence to take on your own caseload under the guidance of senior officers. There is an expectation that twenty percent of the Officer's time will be spent completing 'off the job' training or studying for the duration of the course (expected to be 14-16 months). It will be a condition of any employment offer that you are accepted onto the Level 4 Course. Satisfactory completion of the qualification and fixed term post may lead to an opportunity to apply for the role as a permanent Private Sector Housing Officer within the Team.

This is a sector where substantial changes in legislation are taking place, including the Renters Rights Bill, to transform the experience of privately renting and to provide tenants in poor quality housing with enhanced protection. There has never been a more exciting time to join Dartford Borough Council. This position offers an excellent opportunity to embark on an interesting and rewarding career path where you can make a positive impact on people's lives. We are looking for someone who is enthusiastic, keen to learn, and is customer focused whilst being a team player with confidence to work within a regulatory environment. If you are interested in making a real difference to housing improvement within the borough and be a significant contributor to our vision of becoming the best Housing team in Kent, we would love to hear from you.

**This post is considered by DBC to be a customer-facing position. The Council therefore has a statutory duty under Part 7 of the Immigration Act (2016) to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements.**

**Please note, the successful applicant MUST be able to start work on or before 1st December 2025.**

### Skills, Knowledge and Experience:

You **must** be able to demonstrate the following:

- Working in a customer-facing role.
- Working within a team and on your own initiative.
- Excellent communication skills including in writing.
- Ability to read reports and complex writing to ascertain facts and key information.
- Attention to detail, organisation skills and customer care skills
- Able to deal with challenging behaviour and problem-solving skills
- Good IT and the proven ability to learn and utilise new software
- Have a demonstrable interest in the Housing sector, including HMOs, the Private rented sector, housing conditions, legislation and enforcement activities.
- Minimum of 5 GCSE's including Maths and English Grade A\* - C (9 to 4) or equivalent required; and candidates will need to possess a level 3 qualification or be able to demonstrate experience of working in a customer facing, office, enforcement or maintenance-based role for a minimum of one year.
- You must be able to drive and have use of your own car

## Disability Confident Employer

DBC is Disability Confident Employer and welcomes applications from candidates with a disability.

We operate a Guaranteed Interview to any candidate with a disability who meets the minimum criteria for the role. If you have a disability and are applying for a particular role, please ensure that you indicate this on your application form, and advise us of any reasonable adjustments which you may require.

A disability under the Equality Act 2010 is defined as a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.

## Care Leavers

We will offer an interview to care leavers who meet the minimum criteria for the post. If you are a care leaver, you must inform us of your care leaver status at the time of your application.

## Armed Forces

As part of the Council's commitment to the Armed Forces Covenant and to ensure that ex-armed forces personnel are not disadvantaged as a result of their service, veterans of the armed forces and/or their spouses/civil partners, applying for a job at the Council will be guaranteed the offer of an interview, provided that:

- They or their spouse/civil partner are currently serving in the armed forces and are within 12 weeks of their discharge date
- They or their spouse/civil partner were in long-term employment with the armed forces within the last five years
- They meet the essential criteria for the advertised role
- They confirm that they wish any application for a post at the Council to be considered under the guaranteed interview scheme.

## How to apply

Please apply via:

<https://www.dartford.gov.uk/by-category/jobs-and-careers/job-vacancies-at-the-council>

Do not send your CV – only fully completed application forms via the link above will be accepted

**We reserve the right to close this vacancy before the advertised closing date. Please apply early to avoid disappointment.**

## Shortlisted?

Shortlisting and selection will be based on the job profile and experience required. You will need to address these requirements in your application drawing on any experience you have gained at work or in a voluntary capacity. You should give examples of how you meet the criteria outlined in the job profile and the Council's Core Behaviours. If you are unable to explain how you meet the requirements of the role, we may not be able to shortlist you.

## Closing date:

23:59 16th October 2025

## Interview date:

22nd and / or 23rd October 2025



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## About the Council



## Why Dartford

'Dartford is a place of quality, choice and safety. A place where great communities, concern for the environment and a successful economy support people who want to live, work and enjoy leisure time.'

Dartford Borough Council is one of the most exciting places to work in the region. Not only are we working on some special projects to improve life in the borough but we also have one of the most accessible offices in the country.

## Our Commitment to Equality and Diversity

Dartford Borough Council is committed to equal opportunities policies and action to ensure that the best candidates for any post are appointed irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. We operate a name-blind recruitment process and remove candidates' personal information to ensure that people will be shortlisted for interview on merit.

Our aim is to remove barriers to employment, promotion and development so that all employees have equal access to these on the basis of ability and the requirements of the job.

We are committed to challenging inequality, discrimination and disadvantage and to achieving the highest standard of employment practice. Equality of opportunity for all sections of the community and workforce is an integral part of this commitment, and we welcome applications from all sectors of the community.

The Council has signed up to the Disability Confident Scheme. Through Disability Confident, we are working to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations. We are committed to interviewing all disabled candidates who meet the minimum criteria for the role. In addition the Council will where possible make reasonable adjustments to ensure the interview process is accessible to disabled candidates.



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## Getting to us

Civic Centre  
Home Gardens  
Dartford  
Kent DA1 1DR

### By car...

The Civic Centre can be accessed via A206 to the north, A282/M25/M20 to the east and the A2 to the south. The A226 Dartford Road links Bexley to Dartford Town Centre. The Council offers free car parking for staff.

### By train...

Dartford Civic Centre is situated opposite Dartford station. Dartford is part of the TfL Oystercard area and there are regular and frequent services from Central London (Charing Cross, Victoria and London Bridge). In the opposite direction there are regular services to Gravesend and the Medway Towns with connections to Canterbury and the Kent Coast.

### By bus...

Good bus services serve Dartford town centre, including TfL buses, and the Fastrack rapid transit system. Bus stops in Home Gardens, two minutes walk to the Civic Centre, are served by:

- TfL bus routes 96, 428 and 492
- Fastrack bus routes A, B & C
- Arriva Sapphire bus services routes 480 & 490 between Dartford Town Centre and Gravesend.

### By bike...

Dartford Town Centre lies on strategic cycle routes. View the routes on the Explore Dartford Maps:

[https://explorekent.org/wp-content/uploads/2020/06/EK-DARTFORD\\_PRINT.pdf](https://explorekent.org/wp-content/uploads/2020/06/EK-DARTFORD_PRINT.pdf)

[Link to map and more info](#)

## Dartford Borough Council Civic Centre



## Core Behaviours

Values are a key component of a healthy workplace culture because they clarify how the Council and its staff should behave and help to ensure that everybody is working towards the same goals. They provide the framework within which employees can test decisions, accomplish tasks, and interact with others.

The Council's core behaviours reflect the special qualities that attract, engage and retain the talent that we want; and will be used to shape our culture by influencing the work we do, and how we do it. These behaviours focus the way we expect employees to approach daily business practices, conduct communications and interact with one another.

The Council has five core behaviours that guide the way we think and act as an organisation, and each member of staff is responsible for incorporating them into their day to day roles.



## Core Behaviours

### Communication

#### Demonstrated by:

- Actively listening to customers and colleagues and asking questions to provide clarity
- Seeking to understand customer and colleague needs and proactively looking for ways to exceed expectations
- Being clear, concise and courteous
- Providing regular and timely feedback
- Leaving a positive impression of the Council

### Respect

#### Demonstrated by:

- Creating trusted relationships with customers, colleagues and communities to achieve mutual goals
- Treating customers and colleagues with respect and dignity and valuing others as individuals
- Learning from others and valuing differences
- Being thoughtful, tactful and considerate
- Acting with integrity, loyalty and trust

### Accountability

#### Demonstrated by:

- Taking the initiative and ownership of our decision, actions, performance and behaviour
- Learning from our mistakes and seeking out opportunities to improve
- Delivering on promises to customers and colleagues
- Being proud of what we do

### Adaptability/Flexibility

#### Demonstrated by:

- Displaying a 'can do' attitude and being innovative
- Embracing change
- Getting out of our comfort zones and creating our own opportunities
- Looking for the positive in every situation
- Challenging negativity and bad behaviour

### Collaboration

#### Demonstrated by:

- Sharing ideas and challenges with our colleagues and actively seek out their opinion
- Working together beyond departmental boundaries to achieve superior results
- Ensuring everyone has an equal opportunity to share and contribute ideas
- Being part of the solution



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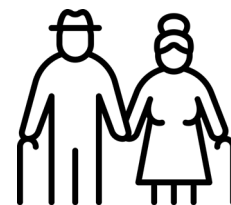
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# Total Reward Package

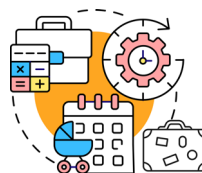
## Pension

We are part of the Local Government Pension Scheme (LGPS). There is a 50/50 section which enables a member to pay half rate contributions for half the benefits. The LGPS is a career averaged revalued scheme (CARE), which means your benefits are based on your salary for each year you are in the scheme. Your contribution rate, based on your salary, is 6.5%



## Holiday Entitlement

You will be given a generous holiday entitlement of 185 hours (equivalent of 25 days) plus a further 37 hours (equivalent of 5 days) after five years of continuous DBC service, and a bank holiday entitlement per annum. These amounts are pro-rated for part-time hours.



## Car Parking

Free car parking for work



## Private Medical Insurance

Subsidised private medical insurance for employees on Grade H and above on application



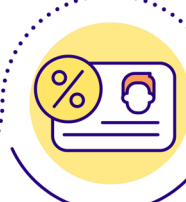
## Shared Cost AVC's

LGPS members have access to our Shared Cost Additional Voluntary Contribution (Shared Cost AVC) scheme, which offers you a cost-efficient way to invest in your financial future.



## Professional Membership Fees

The cost of one membership a year to a professional organisation that you require for your job



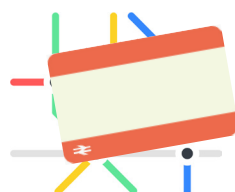
## Car Loan

A loan to assist you with buying a car, subject to certain criteria being met



## Season Ticket Loan

An interest free loan to assist with the purchase of a season ticket to travel to and from work

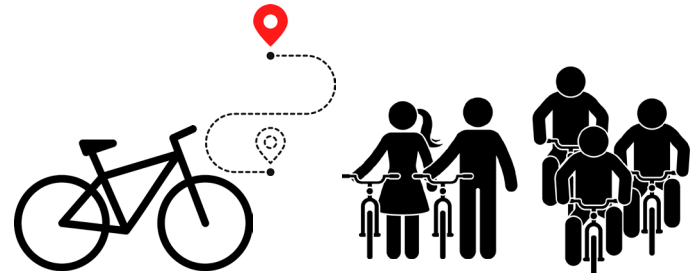




# Total Reward Package

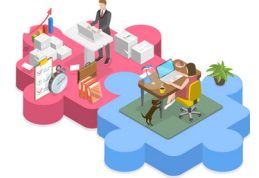
## Cycle to Work

A salary sacrifice arrangement which allows employees to purchase a bicycle for travel to work. The scheme allows the cost to be spread over a monthly deductions and also reduces the employee's tax and national insurance costs.



## Hybrid Working

A Hybrid Working Policy which allows you to work part of your week remotely (depending on role and in agreement with your line manager)



## Flexi-Time Working

A flexi-time working scheme (in agreement with your line manager)



## Wellbeing

We have achieved the national Workplace Wellbeing Charter accreditation demonstrating our commitment to proactively championing a health workplace culture.



## Employee Assistance Programme

Access to a free and confidential Employee Assistance Programme which offers support for a wide range of issues including telephone and face to face counselling



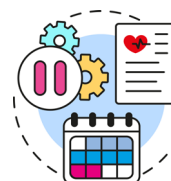
## Occupational Healthcare

An occupational health service to support employees in the management of health issues.



## Occupational Sickness Pay

Generous sick pay based on length of service



# Total Reward Package

## Flu Vaccinations

Free flu vaccinations on an annual basis



## Eye Care

Assistance with the cost of an eye test and glasses or contact lenses for working with computer screens



## Fairfield Leisure Centre Discount

20% discount on Premium Membership



## Employee Benefits Portal

A host of benefits, deals and offers via our online benefits portal including, but not limited to, shopping, travel and activities



## Family Friendly Policies

An enhanced package of Maternity, Adoption, Paternity, Parental, Shared Parental and Parental Bereavement Leave



## Compassionate Leave

Up to 10 days paid leave following the death of a close relative



## Cadet and Reserve Armed Forces Leave

Up to 10 days paid leave per year to take part in duties or training.



## Public Duty Leave

Additional leave for members of certain public bodies to undertake duties



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## Job Profile

**Job Title:** Regulatory Compliance Officer

**Grade:** E

**Reporting to:** Senior Private Sector Housing Officer

**Responsible for:** N/A

### Experience:

- Working in a customer-facing role is essential.
- Working within a team and on your own initiative.
- Excellent communication skills including in writing.
- Ability to read reports and complex writing to ascertain facts and key information.
- Attention to detail
- Organisation skills
- Customer care skills
- Able to deal with challenging behaviour
- Problem solving skills
- Logical / common sense

### Specialist Knowledge:

- Good IT skills (ability to use Microsoft suite and interrogate databases). Experience of using the IDOX Uniform software would be advantageous
- Have demonstrable interest in the Housing sector, including HMOs, the Private rented sector, housing conditions, legislation and enforcement activities.
- Experience of having difficult conversations with a variety of stakeholders.
- Be comfortable with visiting people in their own homes and carrying out property inspections.
- Some basic awareness of building construction/maintenance/defects including damp and mould
- A sound approach to decision-making and be able to justify actions using relevant policies, legislation and guidance.
- Work proactively and can remain motivated, taking accountability for the progression of your qualification, whilst managing your own caseload.
- Understand the purpose of enforcement activity and be able to produce and keep accurate and detailed records.

### Qualifications:

- Minimum of 5 GCSE's including Maths and English Grade A\* - C (9 to 4) or equivalent required; and
- Candidates will need to possess a level 3 qualification or be able to demonstrate experience of working in a customer facing, office, enforcement or maintenance-based role for a minimum of one year.

### Special Circumstances:

- This post incorporates an apprenticeship at Level 4 in Regulatory Compliance and there is an expectation that twenty percent of the officer's time will be spent completing 'off the job' training or studying for the duration of the course (expected to be 14-16 months).
- Some out of hours working may be required. Driving Licence and the provision of a suitable vehicle for work. This role requires a DBS check.

## Key activities:

An 18-month fixed term apprenticeship undertaking the Regulatory Compliance Officer level 4 qualification whilst working in a supported environment to develop skills and knowledge.

The Regulatory Compliance Officer's main role is to support landlords and tenants in ensuring their homes are safe, liveable and healthy, as well as carrying out enforcement activities when landlords do not comply. The Officer will support the priority work being completed by the Private Sector Housing Team, including cases relating to single family accommodation, Houses in Multiple Occupation, caravan sites and blocks of flats.

The duties of the role will include:

- Receive, assess and where necessary action, customer queries and concerns relating to private rented properties and Houses in Multiple Occupation (HMOs).
- Carry out reactive, routine or proactive visits to private rented properties including HMOs, and undertake Housing Health & Safety Rating System (HHSRS) assessments.
- Investigate complaints and carry out pro-active work in respect to statutory duties or regulations, carrying out administrative and intelligence checks as required.
- Undertake inspections and visits for compliance with notices, licence conditions and other regulatory requirements.
- Take enforcement action, where required, using a wide range of interventions including advice and guidance, formal letters, notices, financial penalties and where necessary preparing for cases which may go to Tribunal or Court.
- Collate and present evidence and casework to Private Sector Housing Officers, ensuring this is done in compliance with regulatory standards such as PACE, RIPA, etc.
- Provide advice, guidance and assistance to householders, tenants and landlords contacting the service ensuring regulatory compliance through education and advice.
- Assist in implementing the requirements of new legislation including that expected within the Renters Rights Bill.
- To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.
- To study towards the Regulatory Compliance Officer (Housing) Level 4 Apprenticeship.
- Commit to the continual development of the service and personal professional development.



This, together with the competency levels is a description of the job as it is at present constituted. It is the practice of this Council to periodically review and update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. You will be expected to participate fully in any discussions and, in connection with them, to re-write your job profile to bring it up-to-date if this is considered necessary or desirable, and to discuss it with your immediate superior. It is the Council's aim to reach agreement on reasonable changes, but if agreement is not possible the Council reserves the right to insist on changes to your job description after consultation with you. As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you. All aspects of the post are to be carried out in compliance with the Council's overall Policies and Procedures, and all post holders will frequently have access to confidential information and will maintain such confidentiality as required by the Council.



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