



Information pack for the post of  
**Housing Standards Officer or  
Senior Housing Standards Officer**  
Job reference number **1284**

Closing date: **Monday 15 December 2025 (noon)**  
Interview date: **week commencing 12 January 2026**

**Guidance on completing the application form.**

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

**Disclosure and Barring Service (DBS)**

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website: [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check)

**Politically Restricted Post**

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

**Additional Clearance**

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

## **Referees**

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

## **Evidence of information provided in your application form**

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

## **Equality and diversity**

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

## **Eligibility to work in the UK**

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

## What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 4464263** or e-mail [recruitment@spelthorne.gov.uk](mailto:recruitment@spelthorne.gov.uk) with any queries.

You are also able to apply online using [www.surreyjobs.info](http://www.surreyjobs.info)

**surreyjobs.info**  
A revolution for Public Sector jobs in Surrey  
[www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)





## **ADVERT**

### **Housing Standards Officer or Senior Housing Standards Officer**

**Salary £35,081 to £52,595 p.a.** (dependent on experience) plus essential car user allowance  
Full-time (36 hours per week, flexible working patterns will be considered in line with service requirements).

We are looking for an officer to join our busy but friendly and supportive Environmental Health team. You will work in the Residential team and will be responsible for the licensing of houses in multiple occupation (HMOs) as well as undertaking programmed and reactive inspections including compliance visits to rented properties and caravan sites, in addition to the investigation of complaints about housing conditions.

You will be enthusiastic, committed, self-motivated and have a positive attitude. You must be an excellent communicator and team player with sound time management skills and be confident in dealing with members of the public. You must be able to demonstrate your ability to adapt to changing priorities and work to tight deadlines.

In addition to the car user allowance, we can offer excellent conditions of service with a benefits package that includes pension scheme, free parking, payment of professional fees and flexible working arrangements.

For an informal discussion about the post, please contact Susan Turp, Principal Environmental Health Officer on 01784 446258, or you can email on [s.turp@spelthorne.gov.uk](mailto:s.turp@spelthorne.gov.uk).

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. 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. If you have any queries or would like to discuss this further, please contact Human Resources.

Please note as part of the employment checks this post will subject to a basic Disclosure & Barring Service (DBS) check.

Closing date: **Monday 15 December 2025 (Noon)**

Interviews: **week commencing 12 January 2026**

Previous applicants need not apply.

**To apply please use the 'apply online' at the bottom of the page.**

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted you within 3 weeks of the closing date then your application has been unsuccessful.

All shortlisted applicants will be contacted via email after the closing date.

*Working towards equal opportunities*

**Strictly No Agencies**

## Job Description

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| <b>Date prepared:</b>          | May 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Post title:</b>             | (Senior) Housing Standards Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Post numbers:</b>           | 2150                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Grade:</b>                  | Scale: 6 / M1 /M2/ M3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Group:</b>                  | Place, Protection and Prosperity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Section manager:</b>        | Senior Environmental Health Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Report to:</b>              | Principal Environmental Health Officer (Residential)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>General duties:</b>         | Responsible for the licensing of houses in multiple occupation (HMOs) and undertaking programmed and reactive inspections and compliance visits to rented properties including licensed and unlicensed HMOs, caravan sites, the investigation of complaints about housing conditions, and the use of enforcement options to achieve compliance with all relevant housing and caravan site legislation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Essential requirements:</b> | <p><b><u>Housing Standards Officer - Scale 6 / M1 (£35,081 - £42,659): -</u></b></p> <ul style="list-style-type: none"> <li>• Degree or equivalent qualification in Environmental Health or a relevant subject area (e.g. diploma in housing), or extensive experience in a relevant subject area</li> <li>• Genuine interest in subject areas</li> <li>• Full UK driver's licence, and access to a car for work use</li> </ul> <p><b><u>Housing Standards Officer - Scale M2 (£43,858 - £47,107): -</u></b></p> <ul style="list-style-type: none"> <li>• Degree or equivalent qualification in Environmental Health or in a relevant subject area (e.g. diploma in housing)</li> <li>• Good knowledge and practical experience in applying Environmental Health legislation in relation to private sector housing including HHSRS and nuisance</li> <li>• Good knowledge of HMO legislation, standards and HMO licensing</li> <li>• Genuine interest in subject areas</li> <li>• Full UK driver's licence, and access to a car for work use</li> </ul> <p><b><u>Senior Housing Standards Officer - scale M3 (£48,377 - £52,595): -</u></b></p> <ul style="list-style-type: none"> <li>• As for the Housing Standards Officer plus at least two years' relevant experience, plus an additional subject specific qualification (at diploma level 5 or above) in a relevant subject area. Or an <u>exceptional</u> level of knowledge and experience in a relevant area of work in addition to a degree or equivalent qualification in Environmental Health or a relevant subject area</li> <li>• Excellent working knowledge of all other relevant areas of work such that the officer will be deemed fully competent to provide expert advice and assistance to other team members in relation to housing standards, HMOs and caravan site licensing in the absence or unavailability of the Principal Environmental Health Officer (Residential).</li> </ul> |

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| <b>General Responsibilities:</b> | <p><b>Equal Opportunities:</b><br/>The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.</p> <p><b>GDPR:</b><br/>The Council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.</p> <p><b>Health and Safety:</b><br/>The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.</p> |
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### **Communications and working relationships.**

- Within the organisation - Planning, Building Control, Housing, Community Safety, Legal, Land Charges, Finance, Licensing, Neighbourhood Services, Asset Management, Independent Living, Councillors, etc.
- Outside the organisation - liaise with Thames Water and other utility service providers, Health and Safety Executive, Social Services, Police, Fire authorities, local courts, Registered Social Landlords, etc.

### **Particular duties and responsibilities:**

#### **Housing Standards Officer functions**

1. Carry out proactive visits and take all necessary follow-up action as required by relevant policies, strategies, and procedures, including private sector and social housing, HMOs and caravan sites.
2. Respond to reactive work including requests for the provision of advice and take all necessary follow up action as required by relevant legislation, policies, strategies and procedures including for private sector and social housing, HMOs, caravan sites and public health matters as appropriate.
3. Undertake risk assessments in accordance with HHSRS in relation to housing inspections and ensure that serious hazards are dealt with in a timely manner.
4. Inspect HMOs and caravan sites in relation to our licensing function - issue licences and monitor compliance with licence conditions.
5. Assist the Principal Environmental Health Officer (Residential) in the development and review of policies and procedures associated with the work of the team.
6. Provide advice to the Council's Planning Service in respect to caravan sites and HMO developments and their associated licensing issues.
7. Comment on reports prepared by outside bodies and indicate significance for this Borough and assist on development of reports for committees where relevant to work.

8. Undertake appropriate enforcement action as required and in line with the department's Enforcement Policy including preparing evidence for, and giving evidence in court as necessary, the use of civil penalty notices, community warning letters/notice and other suitable sanctions.
9. Meet personal targets and performance standards within the allotted time.
10. Carry out such other duties as may be required by your Group Head/Senior Environmental Health Manager/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

### **Senior Housing Standards Officer functions**

1. Provide expert advice and assistance to other team members in relation to housing standards, HMOs and caravan site licensing in the absence or unavailability of the Principal Environmental Health Officer (Residential).
2. Attend and present reports at relevant committee meetings as required by the service.
3. Carry out full range of functions as dictated by relevant policies.
4. All other functions as per Housing Standards Officer.
5. Carry out such other duties as may be required by your Group Head/Senior Environmental Health Manager/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.



## PERSON SPECIFICATION

**Post: (Senior) Housing Standards Officer (S/HSO)**

**POST NUMBERS: 2150**

| Key job requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Essential / Desirable                                                                                 | Testing Mechanism                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Skills</b> <ul style="list-style-type: none"> <li>Excellent written and verbal communication skills</li> <li>Excellent customer care skills</li> <li>Self-motivated and the ability to take the initiative, working with the minimum of supervision</li> <li>Good organisational skills, ability to prioritise workload and attention to detail</li> <li>Ability to make rational decisions after consideration of all available information</li> <li>Computer literate</li> </ul>                                                                                                           | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> | <p>App form/interview/test</p> <p>App form/interview</p> <p>App form/interview</p> <p>App form/ interview</p> <p>Interview/test</p> <p>App form/interview</p>              |
| <b>2. Experience</b> <ul style="list-style-type: none"> <li>Experience in dealing with and enforcing Environmental Health legislation, including public health related matters</li> <li>Experience in dealing with private sector housing matters including HMOs, and related public health matters</li> <li>Experience in enforcement of private sector housing matters including licensing of HMOs and related public health matters</li> <li>Experience in dealing with members of the public</li> <li>Experience of report writing</li> <li>Giving evidence in court/public enquiry</li> </ul> | <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> | <p>App form/interview/test</p> <p>App form/interview/test</p> <p>App form/interview/test</p> <p>App form/interview</p> <p>App form/interview</p> <p>App form/interview</p> |
| <b>3. Knowledge</b> <ul style="list-style-type: none"> <li>Knowledge of related legislation (private sector housing, anti-social behaviour, public health related matters),</li> <li>Knowledge and experience of following PACE, RIPA, and the legislation governing disclosure)</li> <li>Ability to give technical advice concerning Environmental Health matters relating to housing matters (including housing defects)</li> <li>Knowledge of HHSRS</li> <li>Basic knowledge of practical noise control techniques relevant to managing residential noise</li> </ul>                            | <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p>                                   | <p>App form/interview</p> <p>App form/interview</p> <p>App form/interview/test</p> <p>App form/interview</p>                                                               |
| <b>4. Qualifications</b> <ul style="list-style-type: none"> <li>Degree or equivalent in Environmental Health or Housing</li> <li>Full UK driver's licence and access to own car for work use</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                            | <p>Desirable</p> <p>Essential</p>                                                                     | <p>Proof</p> <p>Proof</p>                                                                                                                                                  |
| <b>5. Personal Qualities</b> <ul style="list-style-type: none"> <li>Enthusiasm for development in a career in Environmental Health</li> <li>Good interpersonal skills</li> <li>Ability to manage a heavy workload and prioritise to ensure that all targets/deadlines are met</li> <li>Willingness to undertake visits outside of office hours as service delivery requires</li> </ul>                                                                                                                                                                                                             | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>                                   | <p>App form/interview</p> <p>App form/interview</p> <p>App form/interview</p> <p>App form/interview</p>                                                                    |