

## Folkestone & Hythe District Council Job Description

JOB DETAILS	
<b>Job Title</b>	Tenancy Enforcement Officer
<b>Service Area / Team</b>	Housing Strategy inc. Private Sector Housing
<b>Reports to</b>	Private Sector Housing Manager
<b>Post Number</b>	TBC
<b>Grade &amp; Annual Salary</b>	Grade F
<b>Politically Restricted Post</b>	No
<b>DBS Requirement</b>	Standard

JOB PURPOSE
<ul style="list-style-type: none"> <li>To facilitate and provide advice, support and mediation services to private and housing association tenants and landlords, ensuring compliance with housing legislation including the Renters Rights Act 2025.</li> <li>To take appropriate enforcement action under the Renters Rights Act 2025, Protection from Eviction Act 1977, Landlord and Tenant Act 1985 and Housing Act 1988.</li> <li>To work to help prevent homelessness wherever possible.</li> <li>To make referrals to the Council's Housing Options Team as appropriate.</li> <li>To support the Private Sector Housing Officers with enforcement of the Housing Act 2004 and other legislation as required.</li> </ul>

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
<b>Investigating complaints about harassment, illegal eviction or discrimination and enforcement of housing legislation</b>	
To provide comprehensive advice to tenants and landlords on their rights and responsibilities under housing legislation and to advise landlords on how to develop best practice and comply with legislation. To assist in disputes including eviction processes and rent arrears.	Daily
To respond to complaints from tenants about harassment, illegal eviction or discrimination (especially in relation to Renters Rights	Daily

Act) and to investigate and gather evidence in relation to reported cases of tenant harassment and illegal eviction and take appropriate action to assist the tenant in maintaining their rights under Housing legislation.	
To directly intervene and successfully support tenants suffering from harassment & illegal eviction. To undertake criminal investigations, prepare prosecution files and attending court/tribunals. To serve civil penalty notices where breaches of the legislation have been proven.	Daily
To monitor and enforce compliance with housing legislation including the Housing Act 1988, Landlord and Tenant Act 1985, Protection from Eviction Act 1977 and Renters Rights Act 2025.	Daily
To organise and deliver workshops and training sessions for stakeholders, landlords and tenants on best practices and legal requirements. Develop informational materials and resources to educate the community about tenancy rights and responsibilities, particularly with the new Renters Rights Act.	As required
Maintain accurate records of all cases and interactions, ensuring confidentiality and data protection compliance.	Daily
Build and maintain relationships with external organisations, including legal advisors, housing charities and local support groups.	Daily
To represent the organisation at meetings, forums, and events related to housing and tenancy issues.	As required
Monitor changes on housing legislation and guidance.	As required
To advise landlords, tenants and owner occupiers about financial assistance available to deal with housing repairs, renovation and disabled adaptations.	Daily
<b>Rent Repayment Orders</b>	
Where appropriate, to assist tenants and/or the Housing Benefits Officers in applying for rent repayment orders where landlords have been convicted of qualifying offences.	As required
<b>Landlord Database (Renters Rights Act)</b>	
To monitor the government's landlord database to ensure local landlords are registered correctly and certificates submitted are in date.	Daily
Take enforcement action where landlords are found to not be registered on the landlord database.	Daily
Educate and inform landlords of their responsibilities to register on the landlord database.	Daily
<b>Landlord Ombudsman</b>	
To monitor the government directed landlord ombudsman scheme (s) to ensure that landlords are registered with one of the schemes.	Daily
Take enforcement action where landlords are found to not be registered with a landlord ombudsman.	Daily
<b>Government Enforcement Data return</b>	
To assist the Private Sector Housing Manager by ensuring data entered into the record systems is up to date for the mandatory government PSH enforcement data returns.	Quarterly

<b>Other duties</b>	
To refer eligible customers to the appropriate agency to initiate the application for a grant or loan.	As required
To carry out inspections, investigations and detailed surveys of private sector residences in response to enquiries from the occupants.	As required
To hazard assess properties using the Housing Health and Safety Rating System (HHSRS), (a system prescribed under Housing Act 2004).	As required
To interpret the results of the HHSRS assessment and decide on an appropriate course of action to deal with each hazard identified.	As required
To record the results of the assessment and site notes on Salesforce system with accuracy and appropriate detail.	As required
To write reports, detailed schedules of work and letters to inform the landlord about works required or actions to be taken to comply with The Housing Act 2004, the Housing and Planning Act 2016 and other relevant pieces of legislation and guidance.	As required
To draft appropriate, accurate and articulate enforcement notices which give clear instruction to the recipient and are not open to interpretation and follow statute. To serve the notices according to the legislation and guidance and in accordance with the level of delegated authority given to the post holder.	Daily
To monitor the progress of any improvements, changes, raising of standards, which occur as a result of previous inspections and action. To negotiate with the landlord regarding timescales for completing remedial works and methods for carrying out these works.	As required
To take appropriate enforcement and prosecution action as required and within the authorisations delegated to the post holder. This involves establishing whether an offence has been committed, interviewing the offender under the Police and Criminal Evidence Act conditions (recorded interviews), preparing a case for Legal Services to take to court, writing a witness statement and gathering statements from any other witnesses, attending court to give evidence.	As required
To promote the work of ABC Lettings and Property Solutions to landlords where possible.	As required
<b>General Duties</b>	
To assist the Private Sector Housing Manager to set and maintain appropriate standards of professional performance and conduct and safe working practices.	As required
To attend meetings with peers, Councillors, Officers, other professionals/organisations and the public, as required or directed.	As required
To actively participate in landlord and tenant engagement events (e.g. Landlord Forum).	As required
To keep up to date with legislation and guidance and maintain comprehensive knowledge of the law and policy options relevant to the field of work.	Ongoing

To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.	As required
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## **CORPORATE RESPONSIBILITIES**

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

## Folkestone & Hythe District Council Person Specification

### Post Title: Tenancy Enforcement Officer

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. <b>If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.</b>				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	<b>Essential</b> <ul style="list-style-type: none"> <li>A – C Maths and English GCSE, Level 2 literacy and numeracy (or equivalents) or recent and relevant experience that demonstrates proficiency in English and Maths.</li> <li>HNC/HND or equivalent in Environmental Health, Housing, or tenancy relations or two years recent and relevant experience in a Housing or environmental health or tenancy relations service.</li> </ul>	✓		
	<b>Desirable</b> <ul style="list-style-type: none"> <li>Relevant attendance to a recognised training course for the Housing, Health and Safety Rating System (HHSRS) and obtained Certification to show competency to assess under this system – for example the Chartered Institute of Environmental Health's HHSRS Practitioners Course (2 day with assessment and certificate).</li> </ul>	✓	✓	
Experience and Knowledge	<b>Essential</b> <ul style="list-style-type: none"> <li>Recent and relevant experience of operating MS Office systems such as Microsoft Word, Excel and Outlook.</li> <li>Recent and relevant experience of working within a customer focused environment.</li> <li>Working knowledge of the Protection from Eviction Act 1977, Housing Act 1988, Landlord and Tenant Act 1985 and Housing Act 2004.</li> <li>Awareness of the Renters Rights Act 2025.</li> </ul>	✓	✓	

	<ul style="list-style-type: none"> <li>One year's recent and relevant experience in dealing with illegal eviction, harassment or housing matters.</li> </ul>	✓	✓	
	<b>Desirable</b> <ul style="list-style-type: none"> <li>Experience of using salesforce.</li> <li>Recent and relevant experience in dealing with illegal eviction, harassment, or housing matters.</li> <li>Relevant experience and qualifications in investigatory practice, preparing prosecution files and attending court/tribunals.</li> </ul>	✓ ✓ ✓	✓ ✓ ✓	
<b>Skills and Abilities</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Ability to work as part of a team</li> <li>Ability to operate on own initiative with minimal supervision</li> <li>Excellent written and oral communication skills</li> <li>High level of attention to detail and accuracy</li> <li>Competent user of IT, particularly Microsoft Office</li> <li>Proactive and committed to continued service and personal development</li> <li>Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.</li> <li>Ability to demonstrate a professional and customer orientated approach</li> <li>Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels</li> <li>Ability to travel around the district and to customers' homes as required in an efficient and effective manner</li> <li>Ability to negotiate and compromise where appropriate</li> </ul>	✓  ✓ ✓  ✓  ✓  ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓  ✓ ✓  ✓	
	<b>Desirable</b>			