



Senior Housing Enforcement Officer

Job Description and Person Specification

Directorate:	Communities	Service:	Private Sector Housing			
Responsible to:	Housing Services Manager	Responsible for:	Technical Officer			
Grade:	9					
Location:	Civic Centre, Poulton-le- Fylde					
Job Purpose:						
The post holder will work under the supervision of the Housing Services Manager and take a lead role in the enforcement of all matters relating to the inspection of houses in the private sector within the Borough in accordance with statutory requirements, housing standards, Council policies, and Directorate plans.						

Key Tasks & Responsibilities:

- To interpret, implement and enforce a wide-range of housing, nuisance and other related legislation to deal with substandard private rented sector housing conditions and meet the aims and objectives of the Council and improve the health and well-being of residents in the Borough.
- Complete risk-based inspections and interventions in relation to complaints about disrepair, overcrowding and other substandard living conditions.
- To inspect houses, including Houses in Multiple Occupation, within the private sector using the Housing Health and Safety Rating System to assess compliance with the Housing Act 2004 and other relevant legislation.
- Prepare and serve formal notices under the Housing Act 2004 and other relevant legislation ensuring that the Council's policies with regard to standards in the private rented sector are effectively implemented.
- Provision of advice to tenants and the public on housing and nuisance legislation.

- To advise landlords and letting agents on the requirements of legislation and how to comply with those requirements.
- To prepare and collate evidence and statements to support complex investigations and legal proceedings in accordance with the rules of criminal investigations (e.g.- PACE, CPIA and RIPA) and internal quality systems. To give evidence as a professional witness in court and at First Tier Property Tribunals.
- Provide specialist advice, training and assistance to other members of the team, including the coaching and mentoring of Technical Officers and students undertaking the Environmental Health Practitioner training programme.
- To assist in the identification, licensing and monitoring of housing standards and the management of HMOs in the district.
- To effectively utilise, manage and maintain all case management systems, records and statistical data in line with Council policy.
- To plan and co-ordinate the work of a FTE Housing Technical Officer.
- To carry out all reasonable duties and tasks that may be necessary or appropriate to ensure that Housing Services objectives are met.
- To undertake any other duties required which are appropriate to the duties and grading of the job, in order to achieve flexibility of the work as a whole and to cover for sickness or holidays, subject to the provisions of the National Scheme of Conditions of Service.
- To relate any specific problem or difficulty to the Housing Services Manager for clarification and assistance if required.
- To attend as directed any internal or external training seminars or similar commensurate with the range of duties undertaken.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.

- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good general level of education with the ability to demonstrate appropriate levels of workplace literacy and numeracy competence	Essential	Application/Interview
Recognised qualification in environmental health, housing, building or surveying related subject	Essential	Application/Certificates
Membership of the Chartered Institute of Environmental Health/Chartered Institute of Housing/Chartered Institute of Building	Desirable	Application/Interview
Evidence of continuing professional development	Essential	Application

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Effective written and oral communication and negotiation skills	Essential	Application/Interview
Good interpersonal skills	Essential	Application/Interview
Organisational ability including skills in; effective case management and resolution, record keeping, prioritisation and scheduling	Essential	Application/Interview
Good technical knowledge of housing issues and legislation	Essential	Application/Interview
Ability to improve service quality and support a culture that drives up standards and performance	Essential	Application/Interview
Computer skills sufficient to maintain computer based information systems and	Essential	Application/Interview

to assist in the analysis and presentation of information		
An understanding of equal opportunities issues and a commitment to the Council's equal opportunities policy	Desirable	Application/Interview
Ability to undertake risk assessments to ensure that all reasonable steps are taken to protect health, safety and welfare of yourself and all other employees	Essential	Application/Interview
Report writing skills	Desirable	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
A detailed understanding and awareness of issues relating to the enforcement standards in the private rented sector	Essential	Application/Interview
Post qualification practical experience relating to housing enforcement and the application of the Housing Health & Safety Rating System	Essential	Application/Interview
Supervisory experience	Desirable	Application/Interview
Experience of inspecting Houses in Multiple Occupation and application of the Lacors Housing Fire Safety Guidance	Essential	Application/Interview
Use of information technology to enhance the delivery of services and E-government requirements (including Word, Excel and Outlook), and specialist packages such as Uniform	Essential	Application/Interview
Experience of working effectively with a range of agencies, e.g. Fire and Rescue Services, Social Services housing providers and Voluntary and Community Faith Sector organisations	Essential	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
A full valid driving licence	Essential	Application/Interview

When required available to work outside core hours	Essential	Application/Interview
Own car for business use	Essential	Application/Interview
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.

- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- There may be occasional working outside of normal working hours from time to time for which time off in lieu is allowed.
- You will be required to undertake an Enhanced DBS.

Prepared by: David McArthur

Date: January 2026

Post Holder Signature:

Date: