



Job Description

Job title	Private Sector Housing Compliance Officer	Hours	37 hours per week
Department	Public Protection	Salary	SK7 (£26,127 per annum)
Location	Mix of home and office-based working	Contract	2 Years Fixed Term

Main Job Purpose

To ensure that privately rented properties comply with all legislation relevant to the post, which includes the Renters Rights Act 2025. The post holder will provide administrative support to the team and support investigation and enforcement actions, providing guidance to landlords, tenants and other relevant stakeholders.

To ensure tenants' rights and prevent the illegal evictions or harassment, thereby promoting safe, secure and fair housing in the private rented sector.

This role is not politically restricted.

Main Statement of Responsibilities

- Administratively support the investigation and enforcement of complaints from tenants relating to unlawful eviction, harassment, retaliatory eviction, or other actions prohibited under the Renters Rights Act 2025 (or existing tenancy legislation).
- Create and maintain records and statutory registers, ensuring the Council complies with existing and new statutory duties as they emerge.
- Take appropriate steps to ensure landlords comply with the new requirement to register on the National Database when it goes live in 2026, and keep the register up to date and in line with legislative requirements
- Help raise awareness of the new obligations and changes to the rental sector due to the Renters Rights Act 2025 via supporting tailored messaging and training sessions.
- Represent the service as required at internal and external meetings, committees and working groups.
- Work collaboratively and proactively with the council's Housing Options and Advice Team to ensure the delivery of efficient, joined-up services that deal with tenancy issues relating to housing standards.
- Undertake such other duties of a comparable nature and level of responsibility as may be required from time to time by the Senior Private Sector Housing Officer.



Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.





Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Good general IT skills, including use of MS Office and Outlook
- Ability to produce clear, concise note, reports, and procedure notes
- Ability to develop a rapport quickly with internal and external stakeholder
- Ability to deal confidently with the public at all levels and a sympathetic manner in dealing with vulnerable customers
- Demonstrate excellent inter-personal and customer service skills
- Ability to multi-task and prioritise workloads, including resolving conflicting priorities to meet demands of service.
- Ability to maintain accurate and up to date case records.

Desirable

- Current working knowledge of primary legislation and procedures relating tenancy management and eviction processes etc.
- Working knowledge and experience in enforcement related activities and associated proceedings.
- Experience of using Civica APP 'Authority' case management software

Relevant Qualifications

Essential

- 4 GCSE's including English and Maths (grades A to C) or equivalent. Or relevant experience.

Desirable

- Full driving licence

Communication and Interpersonal Skills

Essential

- Ability to work effectively both as part of a team and independently
- Displays sensitivity, tact and diplomacy in all situations and reacts flexibly in responding to changing situations.
- Be accountable for their own actions
- Deal with complex and stress full situations calmly and with empathy.