



Job Description and Person Specification

Job Title	Private Sector Housing Assistant (Fixed Term)	
Post Number	P2516	JE Ref:
Grade	Grade 6	
Other Payments	Essential Car User Allowance	
Job Family	Community Support and Delivery	
Service	Housing	
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week	37	
Accountable to	Private Sector Housing Officer	
Date created/ reviewed	March 2026	

JOB DESCRIPTION FOR PRIVATE SECTOR HOUSING ASSISTANT

Job Purpose

The overall purpose of this role is to support the delivery of decent, safe and compliant housing within the private rented sector, helping the Council meet its responsibilities under the Renters' Rights Act. The post holder will foster positive and constructive relationships between the Council, landlords and tenants, assist in securing suitable accommodation for households approaching the Housing Options service, and take enforcement action where required to address property defects and ensure compliance with relevant housing legislation.

The role contributes directly to the Council's tenant protection duties under the Renters' Rights Act by promoting secure and lawful housing, ensuring landlords meet their legal obligations, and helping tenants understand and exercise their rights.

Accountabilities

1. Undertake and execute in a consistent, proportionate and transparent manner, a caseload of proactive and reactive complaint handling, licensing, registration and enforcement work to meet statutory and service requirements in relation to HMOs, poor housing conditions, empty homes and private mobile home sites.

<p>2. To take pro-active enforcement action in relation to defects within the rented housing sector and breaches of relevant housing legislation. This includes issuing and serving statutory notices to secure improvements to property conditions. The role also involves attending court, tribunals, and other formal hearings to present evidence on specialist areas of work, supporting informed, proportionate, and legally robust decision-making.</p>
<p>3. To carry out property inspections across the private rented sector, including licensing inspections for Houses in Multiple Occupation (HMOs), immigration clearance inspections, and Housing Health and Safety Rating System (HHSRS) assessments. This includes drafting and issuing improvement notices to ensure compliance with property condition standards and taking enforcement action. The post holder will also be responsible for completing all associated documentation and maintaining accurate records.</p>
<p>4. To work closely with the Lettings Negotiator to foster strong, positive relationships with landlords and tenants, enabling timely and effective interventions that help prevent evictions and sustain tenancies. Support efforts to challenge and address unlawful practices, including tenant harassment and illegal eviction, promoting fair, lawful standards of behaviour across the private rented sector. Collaborating with internal and external partners, responding to enquiries from landlords, tenants, and Ward Councillors, ensuring concerns are managed in a professional and constructive manner.</p>
<p>5. Work collaboratively with the Housing Options Team and the Lettings Negotiator to secure private rented accommodation, helping to prevent homelessness and reduce the pressure on social housing within the district.</p>
<p>6. To develop, maintain, and continuously update a comprehensive computer-based record of the rented housing stock within the district, ensuring the system is robust, accurate, and capable of meeting any future recording or data-reporting obligations imposed on the Council. The post holder will apply their technical knowledge to identify issues requiring escalation and will support the development of clear communications materials. They will also ensure that all related information published on the Council's website is accurate, accessible, and kept up to date.</p>

Demands

Mental

- The ability to work accurately at all times. This accuracy needs to be maintained when workloads peak at critical business times for example year end.
- Ability to work to strict deadlines ensuring all daily tasks is completed.
- Ability to impart complex technical information in a clear and concise manner.
- You will need to have the ability to prioritise the varying demands of the workload within the role such as day to day benefits caseload and project related work
- You will need to have the capacity to concentrate for prolonged periods of time in order to check that the documents provided are correct and complete. You may need to perform manual calculations or other figure work for periods of time in excess of an hour.

- You will be required to operate within defined procedures and legislative requirements, and deal with large volumes of (often complex) work that needs to be completed within tight deadlines.
- You will need to deal with casework which may involve spending concentrated time on complex correspondence, interpretation of legislation and case law.

Emotional

- Ability to deal with conflict and sensitive issues;
- Ability to deal with vulnerable individuals who may have complex emotional needs.
- Representing the Council in in legal enforcement cases as needed. (1-5 times per month)
- Dealing with distressed clients
- Dealing with clients who have mental health issues (1-4 times month)
- Dealing with verbally abusive clients and threats or actions of physical violence (2-4 times month)

Mental

- Ability to work to strict deadlines to ensure that procedures related to empty homes and refugees are conducted within target timescales;
- Ability to concentrate for periods on written reports with ongoing interruptions
- from colleagues and service users throughout the day; this includes face to face and telephone interruptions;
- Ability to arrange routine tasks with the flexibility to deal with emergency problems that occur from time to time. These interruptions will be largely customer driven.
- Ability to work to set deadlines to ensure all payments and fines are collected and take appropriate legal action where necessary.
- Ability to work in a methodical manner and be capable of making evidence based decisions which may be subject to political scrutiny

Physical

- Ability to daily site visits where there is a need to walk over uneven ground in all weathers and climb stairs (up to 12 floors and including spiral stairs)
- Make appropriate assessments based on sensory information to undertake accurate health and safety property inspections;
- There is a need to be able to carry and use equipment required for site visits eg measuring equipment
- To drive a car to inspect properties within the district
- Ability to work within a busy office environment with frequent interruptions

Working Conditions

Environmental

- There will be a requirement to enter homes that are dirty and unpleasant.
- To undertake site visits in all weathers
- The post holder may be exposed to verbal abuse and aggressive behaviour from unhappy customers and members of the public

Other Employment Requirements

- A clean driving licence and access to a vehicle taxed and insured for business use is required.
- Basic Disclosure check is required.
- To be available to assist with departmental responsibilities in accordance with the corporate Emergency Planning and Business Continuity arrangements.

ROLE SPECIFIC PERSON SPECIFICATION PRIVATE SECTOR HOUSING ASSISTANT				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	To be educated to degree level or have 3 years' experience in a position where it has been necessary to provide high quality documents such as reports and case management information.	X		A,D, I
Q2	GCSE's in Maths and English	X		A, I
Q3	A Valid Driving Licence	X		A,D
Q4	Ability to comply with data protection, security and confidential information according to the standards of the Council	X		A, I
Q5	A HND qualification in an Environmental Health or Housing related subject		X	A,D
Q6	Membership of a relevant professional body, i.e. The Chartered Institute of Environmental Health or the Chartered Institute of Housing		X	A,D, I
Knowledge				
K1	Working knowledge of the Housing Health and Safety Rating System	X		A,I
K2	A commitment to and an understanding of the concept of Equal Opportunities in a social housing setting.	X		A,I
K3	Excellent communication skills both written and verbal, including the ability to respond	X		A,I

	appropriately to political issues and ward Councillor queries			
K4	Knowledge of performance management and reporting together with the ability to calculate performance data with explanation and justification of adverse performance.	X		A,I
K5	A competent user of IT applications including MS Office	X		A,I
K6	Knowledge of Assure software system		X	A,I
K7	Experience of private sector housing enforcement action		X	A,I
Experience				
E1	Previous experience of working within a housing with the ability to deal with complex cases.	X		A,I
E2	Ability to comply with data protection, security and confidentiality standards of the Council	X		A,I
E3	Experience of providing a providing a front-line service in the housing sector with demonstrable experience and commitment to high quality customer care.	X		A,I
E4	Experience of writing formal reports requiring a policy decision, undertaking complex data analysis.	X		A,I
E5	Demonstrable experience of working within policies and procedures and providing input into the development of appropriate public communications e.g. website	X		A I
E6	Undertaking site visits to meet statutory and procedural requirements and maintain accurate case notes and records	X		A,I
E7	Experience of delivering a strategy in a local government setting		X	A,I

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
---	------------------	---	-------------------------------	---	-----------	---	----------------------	---	-----------	---	-------

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#)