

COMPLIANCE OFFICER Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hello,

Thank you for your interest in the Compliance Officer role within Economic Growth & Housing at Sefton Council.

This is an exciting time to join us as we continue to strengthen our services and deliver high-quality outcomes for our residents, communities, and partners.

The role is an important part of our team, contributing to improving housing standards in the private rented sector, ensuring compliance and enhancing neighbourhoods across the borough. We're looking for someone who shares our commitment to public service, collaboration, and continuous improvement.

We look forward to receiving your application.

Clare Taylor
Housing Standards Team Manager



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

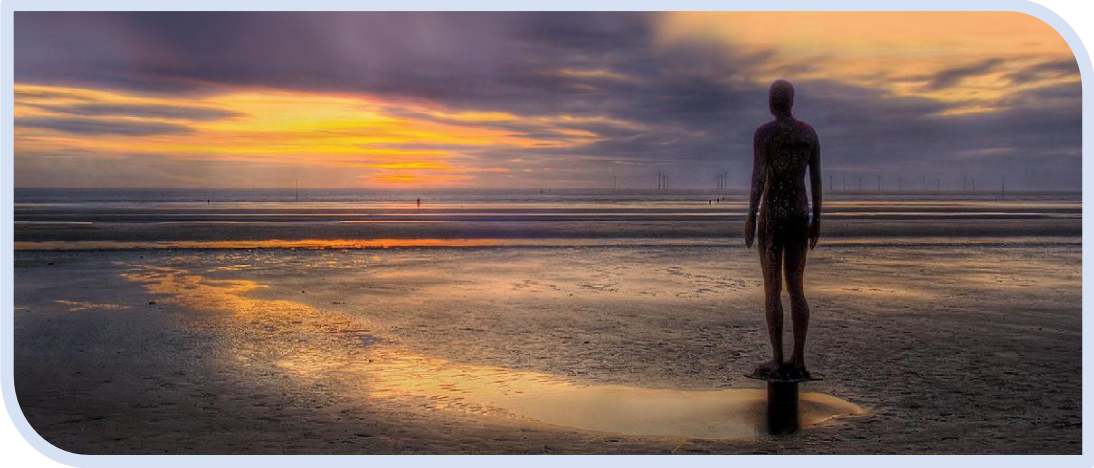
The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

You'll carry out inspections of private rented properties, investigate complaints, and work closely with landlords, tenants, legal services, and partner agencies to ensure compliance with housing legislation. The role involves a mix of proactive work, problem-solving, advice, and enforcement, including preparing cases for tribunal or court where necessary.

What we're looking for

We're looking for someone who:

- Has experience or a strong interest in housing enforcement, licensing, or private sector housing
- Can communicate confidently and professionally with landlords, tenants, and colleagues
- Is organised, resilient, and able to manage a varied caseload
- Understands (or is keen to develop knowledge of) housing legislation and licensing schemes
- Is committed to fairness, proportionality, and improving housing conditions

Why join Sefton?

- A varied and meaningful role where you can see the impact of your work



- Supportive team environment with training and development opportunities
- Flexible / Agile working arrangements
- Casual car user allowance
- A chance to contribute directly to Sefton's housing strategy and community wellbeing

If you're motivated by public service and want to help improve standards in the private rented sector, we'd love to hear from you.

Apply now and help make Sefton a safer, better place to rent.

Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.



Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.



- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Sunday May 24th 2026**(or earlier in the event of high volume of applications being received).

Provisional interview dates are **week commencing 15th June 2026**

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.



SEFTON COUNCIL

JOB DESCRIPTION

Service:	Economic Growth & Housing
Location:	Magdalen House, Bootle /Agile
Section:	Housing and Investment Services
Team:	Housing Standards
Post:	Housing Compliance Officer
Grade:	G (SCP 20 - 25)
Responsible to:	Housing Standards Manager
Responsible for:	There are no direct reports

Job Purpose

1. Work under the general guidance of the Housing Standards Manager and Service Manager – Housing and Investment, to implement and enforce the Selective and Additional (HMO) licensing schemes.
2. To support the implementation of the Council's strategic private sector housing functions in relation to the Council's Housing Strategy, with particular emphasis on improving the quality, condition and management of private sector housing especially where these link to the licensing of private rented properties.

To deliver the following outcomes:

1. Provide a comprehensive and professional inspection service of private rented properties within the Selective and Additional (HMO) Licensing Designations



2. To support the development and co-ordination of services to the Private Rented Sector with respect to Selective and Additional (HMO) Licensing.
3. To undertake enforcement action, using relevant legislation to ensure compliance the requirements of Selective and Additional (HMO) licensing.

Main Duties and Responsibilities:

The post holder will contribute to the delivery of a service plan, for their team, which will be managed through a performance framework.

The post holder will be required to:

1. To help implement the provisions of the Council's housing strategies relating to private sector housing in particular the Council's designations for Selective and Additional (HMO) Licensing.
2. Inspect private rented properties for compliance with selective/additional licensing requirements and effectively utilise housing legislation (relating to Selective/Additional Licensing) proactively and reactively in order to safeguard tenants, residents and neighbourhoods.
3. To fully engage with neighbourhood problem solving approaches (particularly in relation to low housing demand, Community Safety and ASB issues) and work closely with partners in order to coordinate activities to best meet the needs of communities.
4. To contribute to the development and implementation of an inspection programme for private rented properties in the Selective Licensing Area and HMOs in the Additional Licensing areas with a view to ensuring compliance with Licensing requirements and identifying and dealing effectively with unlicensed properties.
5. To investigate complaints/service requests/other notifications made to the Housing Standards team in relation to properties within the licensing schemes.
6. To liaise with Legal Services in the conduct of legal proceedings and act as an expert witness at the Residential Property Tribunal and at other formal hearings in relation to Housing Licensing legislation.
7. To advise landlords and/or agents on action required to ensure that their properties are brought up to the relevant statutory and scheme standards.



8. Liaise and consult with other services and external agencies such as the Fire Authority and other Local Authorities, etc.
9. To promote and advise on selective/additional licensing directly to Private Rented Sector landlords, owners, agents and tenants in Sefton and to publicise the scheme to all interests parties and the general public and where necessary take enforcement action to ensure compliance with Selective/Additional Licensing requirements.
10. To make recommendations as to whether individual licenses should be approved.
11. To review all individual licenses in accordance with the requirements of the scheme.
12. To foster and maintain good working relationships with landlords, managing agents, tenants, residents, community groups, businesses and other external and other stakeholders/external agencies.
13. To participate in staff and landlord training both as a trainer and trainee as appropriate.
14. To assist in the provision of an advisory service for licensed landlords and other stakeholders on matters relating to selective/additional licensing, tenancy management, harassment and eviction etc.
15. To keep up to date with relevant Government policy and legislations, particularly the implications of Selective/Additional Licensing of Private Landlords in the Housing Act 2004.
16. To undertake Health and Safety risk assessments as necessary.
17. Plan, organise and prioritise own workload and ensure that performance targets are met.
18. Carry out other duties of a similar nature commensurate with the grading of the post.

Special Conditions

Attendance at evening meetings of the Council's Committees and Resident or Interest Group meetings may be a feature of this post.

Dealing with very vulnerable clients, some with complex needs will be a feature of this post.

A casual car user's allowance is available.



General

1. The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.
2. The post holder will be expected to comply, observe and promote the equal opportunities of the Council.
3. This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.
4. All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.
5. The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.
6. Since confidential information may be involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.
7. Undertake, and participate in training, coaching and development activities, as appropriate.

Note: Where the post holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.



POST: Housing Standards Team – Housing Compliance Officer Post No:

Service: Economic Growth & Housing Standards

Team: Housing

PERSONAL ATTRIBUTES REQUIRED	ESSENTIAL (E) OR DESIRABLE (D)	HOW ASSESSED
<p>Qualification</p> <p>GCSE English & maths Grades A-C or equivalent (or demonstrate experience)</p> <p>Possession of the Certificate in Housing Health & Safety Rating System.</p>	<p>E</p> <p>D</p>	<p>AF/I/C</p> <p>AF/I/C</p>
<p>Experience</p> <p>Experience in inspection and surveying of premises for eg (assessment of conditions/ maintenance/ refurbishment purposes).</p> <p>Experience in the preparation of concise accurate reports, statutory notices and / or costing of schedules of work.</p> <p>Experience of fire safety requirements in Houses in Multiple Occupation / Purpose built flats.</p> <p>Previous employment in an enforcement role</p> <p>Experience of using a Windows based Computer package and programmes (e.g.) Word, Excel, etc</p>	<p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>



<p>Experience of dealing with the public or providing services to customers</p>	<p>E</p>	<p>AF/I</p>
<p>Knowledge / Skills / Aptitudes</p> <p>Skills</p> <p>Interpersonal and communication skills enabling effective communication of complex and contentious information with a diverse range of individuals, including, professionals, Elected Members and the general public.</p> <p>Ability to work effectively as part of a team with the minimum of supervision and to use own initiative.</p> <p>Computer literate including knowledge of “Flare” or similar databases</p> <p>IT skills including use of spreadsheets and data inputting</p> <p>Knowledge</p> <p>Knowledge and understanding of housing licensing schemes and delivery of inspection programs.</p> <p>Knowledge and understanding of Housing legislation and it’s use in enforcement processes</p> <p>Aptitudes</p> <p>Ability to provide frontline support to enable positive representation of service or team.</p> <p>Ability to exercise advisory, guiding, negotiating or persuasive skills in order to encourage others to adopt a particular course of action.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>



Special Requirements		
Full driving licence with access to own car for business purposes	D	AF/I/C
Willingness to work outside normal office hours as and when required	D	AF/I

KEY:

- AF Application Form
- I Interview
- C Certificate
- T Test
- P Presentation

