

Job Description

POST TITLE	Tenancy Enforcement Officer	POST NO:	HH1171
SERVICE UNIT	Housing & Development Control	GRADE:	9
JOB EVALUATION	A2184	JOB FAMILY	If applicable
RESPONSIBLE TO:	Team Leader		
RESPONSIBLE FOR:	None		
LOCATION	Burnley Town Hall	STATUS	Staff

Job Purpose

- 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.
- To take appropriate enforcement action under the Renters Rights Act 2025, Protection from Eviction Act 1977, Landlord and Tenant Act 1985, Housing Act 1988 and The Housing Reduction Act 2017.
- To work to help prevent homelessness wherever possible.
- To work with the Council's Housing Need's Team to prevent homelessness.
- To support the Private Sector Housing Officers with enforcement of the Housing Act 2004 and other legislation as required.

Main Duties and Responsibilities:

1. Investigating complaints about harassment, illegal eviction or discrimination and enforcement of housing legislation.
2. 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.
3. To respond to complaints from tenants about harassment, illegal eviction or discrimination (especially in relation to Renters Rights 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.

4. 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.
5. To monitor and enforce compliance with housing legislation including the Housing Act 1988, Landlord and Tenant Act 1985, Protection from Eviction Act 1977, Housing Reduction Act 2017 and Renters Rights Act 2025.
6. 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.
7. Maintain accurate records of all cases and interactions, ensuring confidentiality and data protection compliance.
8. Build and maintain relationships with external organisations, including legal advisors, housing charities and local support groups.
9. To represent the organisation at meetings, forums, and events related to housing and tenancy issues.
10. Monitor changes on housing legislation and guidance.
11. To advise landlords, tenants and owner occupiers about financial assistance available to deal with housing repairs, renovation and disabled adaptations.
12. 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.
13. To monitor the government's landlord database to ensure local landlords are registered correctly and certificates submitted are in date.
14. Take enforcement action where landlords are found to not be registered on the landlord database.
15. Educate and inform landlords of their responsibilities to register on the landlord database.
16. To monitor the government directed landlord ombudsman scheme (s) to ensure that landlords are registered with one of the schemes.
17. Take enforcement action where landlords are found to not be registered with a landlord ombudsman.
18. 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.
19. To refer eligible customers to the appropriate agency to initiate the application for a grant or loan.

20. 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.
21. 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.
22. To assist the Private Sector Housing Manager / Housing Needs Manager to set and maintain appropriate standards of professional performance and conduct and safe working practices.
23. To attend meetings with peers, Councillors, Officers, other professionals/organisations and the public, as required or directed.
24. To actively participate in landlord and tenant engagement events (e.g. Landlord Forum).
25. 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.
26. 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.
27. To attend training identified as necessary to undertake current and future job requirements.
28. To work actively to promote community cohesion, good race relations and equality of opportunity.

Health & Safety

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

Person Specification

Post: Tenancy Enforcement Officer

Post No: HH1171

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
Qualifications		
1. 5 GCSEs or equivalent at grade C or above, including Maths and English	E	A/C
2. 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.	D	A/C
Experience		
3. Recent and relevant experience of operating MS Office systems such as Microsoft Word, Excel and Outlook.	E	A/I
4. Recent and relevant experience of working within a customer focused environment.	E	A
5. Working knowledge of the Protection from Eviction Act 1977, Housing Act 1988, Landlord and Tenant Act 1985, Housing Reduction Act 2017 and Housing Act 2004.	E	A/I
6. Awareness of the Renters Rights Act 2025.	E	A/I
7. One year's recent and relevant experience in dealing with illegal eviction, harassment or housing matters.	D	A
8. Relevant experience and qualifications in investigatory practice, preparing prosecution files and attending court/tribunals.	D	A

Selection Criteria:		Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
Skills			
Teamworking and Independence			
9.	Ability to work effectively as part of a team	E	A
10.	Ability to use own initiative and work with minimal supervision	E	A/I
Communication and Relationships			
11.	Excellent written and verbal communication skills	E	A/I
12.	Excellent interpersonal skills, with the ability to build effective working relationships at all levels	E	A/I
13.	Ability to present analysis, conclusions and recommendations clearly and concisely in both written and verbal form	E	A/I
Organisation and Professional Standards			
14.	High level of attention to detail and accuracy	E	A/I
15.	Ability to organise, prioritise and adapt workloads effectively to meet deadlines and maintain high standards	E	A/I
16.	Proactive approach and commitment to continuous service improvement and personal development	E	A/I
17.	Ability to demonstrate a professional, customer orientated approach	E	A/I
18.	Ability to deal effectively and professionally with confrontational situations	E	A/I
Technical and Practical Skills			
19.	Competent user of IT, particularly Microsoft Office	E	A/I
20.	Ability to travel efficiently and effectively across the district and to customers' homes as required	E	A/I

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
21. Ability to deal effectively and professionally with confrontational situations	E	A/I
Knowledge		
22. Knowledge of data protection regulations.	E	A/I
23. Understanding of working in a local government environment.	D	A/I
24. Understanding of relevant housing legislation and good practice.	D	A/I
Other		
25. Commitment to providing a customer-focussed service.	E	A/I
26. To demonstrate a professional commitment to the promotion of community cohesion, good race relations and equality of opportunity.	E	A/I
27. Full clean driving licence.	E	A/C
28. Access to own car for work purposes.	E	A
The Burnley Way		
Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives. Further details are contained in the Behaviour Framework		

July 2026