



Renters' Rights Officer

LEVEL: Level 6

ACCOUNTABLE TO: Head of Environmental Health and Licensing

SALARY: £34,237 to £37,563 per annum

LOCATION: Totnes/Tavistock/Agile

CONTRACT: 1 year Fixed Term Contract

Job Purpose

To support the Council's statutory responsibilities within the private rented sector and implementation of the Government's Renters' Rights reforms. The postholder will undertake housing casework, assist with inspections and investigations, provide advice and support to tenants and landlords, promote compliance with housing standards, and contribute to activities that improve housing conditions and tenancy sustainability across South Hams and West Devon. The role operates within established procedures and delegated authority while exercising initiative in managing day-to-day workloads and customer interactions.

Role Profile

- Investigate complaints relating to conditions in privately rented accommodation and support property inspections, visits and evidence gathering activities.
- Assess housing conditions, identify hazards and defects, and refer complex or high-risk matters to senior officers.
- Provide advice, guidance and support to tenants, landlords and managing agents regarding housing standards, tenancy issues, rights and responsibilities.
- Promote tenancy sustainment, homelessness prevention and early intervention measures, including signposting to partner organisations and support services.
- Support enforcement activities, monitor compliance with housing standards and prepare case documentation.
- Work collaboratively with Housing, Environmental Health, Community Safety, Legal Services and external partners to improve outcomes for residents.
- Maintain accurate records, databases, reports and performance information using Council systems.
- Contribute to service improvement initiatives, awareness campaigns and the implementation of new housing legislation.



Person Specification

Qualifications

Essential	Desirable
Relevant qualification in Housing, Environmental Health, Public Administration or related discipline, or equivalent experience	Professional qualification in Housing or Environmental Health
Good standard of education including English and Mathematics	Relevant professional membership

Knowledge / Experience

Essential	Desirable
Understanding of housing issues affecting tenants and landlords	Knowledge of housing legislation and enforcement processes
Experience of working in a customer-facing environment	Experience within local government, housing or regulatory services
Experience of managing workloads and maintaining accurate records	Experience of inspections, investigations or compliance activity
Understanding of customer service principles	Experience of supporting vulnerable customers

Skills / Abilities

Essential	Desirable
Excellent communication and interpersonal skills	Ability to deliver presentations or awareness sessions



Ability to gather, assess and accurately record information	Experience using specialist housing systems
Good organisational skills and ability to manage competing priorities	Ability to analyse service performance information
Ability to deal sensitively and professionally with members of the public	

General / Other

Essential	Desirable
Ability to travel throughout the district as required	Full driving licence and access to a vehicle
Commitment to customer-focused service delivery and continuous improvement	Knowledge of the local housing market and housing challenges

General

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.



Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.