Working at Broadland District Council and South Norfolk Council

Job Role: Housing Standards Compliance Manager

Department: Housing Standards

Directorate: Individuals and Families

Purpose:

To manage the day-to-day operations of the Housing Enforcement Team and ensure the effective delivery of enforcement services.

Main duties and responsibilities:

- Manage the performance, development, and attendance of the Housing Standards Enforcement Team.
- Manage the quality and output of the full range of Housing Standards duties including enforcement, carrying out inspections, investigation of tenant's complaints, unlicensed and unauthorised HMO's and where appropriate, the undertaking of formal proceedings.
- Prepare committee reports and Cabinet reports when appropriate.
- Allocate and inspect premises for compliance with Housing law, where specialist advice is sought, or as required by the demands on the section.
- Allocate and inspect residential premises including HMOs and mobile homes site identified as high risk, where specialist advice is sought, or as required by the demands on the section.
- Investigate reported landlord offences, initiate partnership action with the Police, Fire Authority and Immigration Services, to provide a holistic enforcement approach to protect vulnerable residents.
- Advise the public on matters relating to housing enforcement and adaptation legislation.
- Monitor and review of new legislation and codes of practice, producing reports on their implications to the councils and guidance on their implementation.
- Initiate civil penalties and prosecution for Court, attend Court to present reports and give evidence.

Norfolk and Broadland Councils are committed to promoting the welfare of children and vulnerable adults and all applicants must be willing to undergo appropriate checks for the position, including checks with past employers and the Disclosure and Barring Service.

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Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
Degree in environmental health or equivalent.	E	
Registered with the Environmental Health Officers Registration Board.	E	
Experience and Knowledge		
Extensive knowledge of and experience in the interpretation and application of all relevant legislation.	E	
Demonstrable experience of investigating complex statutory complaints and instigating legal action where appropriate.	E	
Demonstrable experience in the preparation and presentation of clear and concise technical reports to a wide range of audiences including, on occasions, to courts and other formal bodies.	E	
Skills, Abilities and Competencies		
Ability to achieve results through managing others.	E	
Effective verbal and written communicator and extensive experience of working with the public, often in a challenging environment.	E	
Creative and innovative problem solver.	E	

Our Values and Behaviours

All employees are expected to demonstrate the One Team's values and behaviours in their work. These behaviours are essential to the role and will be assessed throughout the recruitment process and during employment:

- *Be trustworthy and respectful*
- *Take ownership and be responsible*
- *Value difference and be kind*
- *Be customer focused and proactive*
- *Collaborate and celebrate with others*
- *Be flexible and embrace change*
- *Be innovative and entrepreneurial*
- *See the bigger picture*
- *Never stop learning*

DATE: August 2026