Working at Broadland District Council and South Norfolk Council

Job Role: Housing Standards Enforcement Officer

Department: Housing Standards

Directorate: Individuals and Families

Purpose:

To lead on community and residents' concerns around safe, warm, and healthy homes and ensure appropriate interventions are in place resulting in enforcement action where appropriate. The role is responsible for complex case management and ensuring the Council uses its statutory obligations to comply with legislation and provide the most appropriate outcomes for residents.

The postholder will investigate complaints and intelligence, inspect residential premises and relevant sites, assess compliance, provide advice, and take appropriate informal or formal action across a varied caseload. The role may cover private rented housing, houses in multiple occupation, caravan and mobile home sites, unauthorised encampments including day to day management of the authorities temporary stopping place , illegal eviction and harassment, licensing functions and other housing standards work allocated in line with service priorities.

Main duties and responsibilities:

- Investigate and manage service requests, complaints, referrals, relating to housing conditions, tenancy matters, licensing compliance and other housing standards issues, taking cases from initial assessment through to resolution.
- Plan and undertake inspections of residential premises, houses in multiple occupation, caravan and mobile home sites and other relevant locations, assessing conditions using the Housing Health and Safety Rating System (HHSRS) and other applicable statutory standards.
- Act as a complex case officer, taking challenging housing standards cases through to conclusion, including formal enforcement action, service of notices and orders, obtaining warrants, initiating Civil Penalties and undertaking summary court proceedings where appropriate.
- Exercise authorised investigatory and enforcement powers lawfully, including powers of entry, inspection and examination of documents and, where applicable, conducting formal interviews in accordance with the Police and Criminal Evidence Act (PACE) and associated Codes of Practice.
- Respond to Gypsy and Traveller unauthorised encampments as part of a patch management approach, taking appropriate proactive action and contributing to their effective resolution.
- Take responsibility for the authorities' Temporary Stopping Place for Gypsies and Travellers.
- Provide clear, practical and technical advice on housing standards requirements, case management and enforcement options to residents, landlords, agents, site owners, colleagues, elected Members and partner organisations, including supporting colleagues with complex cases and proposed formal action.
- Engage professionally with landlords, tenants, communities and representative groups, using communication, negotiation and influence to resolve issues and secure compliance where appropriate.
- Maintain current knowledge of relevant legislation, statutory guidance, case law, codes of practice and Council policies, and contribute to the review and improvement of procedures and working practices
- Undertake any other Environmental Health duties as may from time to time be required by the Housing Standards Senior Manager.

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Role specific qualifications, experience, skills, and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
Environmental Health Degree/Diploma or equivalent or provide details of compatible professional enforcement experience.	E	
Registered with the Environmental Health Officers Board/ Chartered Practitioner Programme.		D
Experience and Knowledge		
Demonstration of high-level case work, including customer liaison and housing enforcement history using relative legislation.	E	
Practical knowledge and experience of applying the Housing Health and Safety Rating System to assess hazards and determine appropriate interventions.		D
Practical experience of providing specialist advice within a busy relevant service area.	E	
Knowledge of current legislation, statutory guidance, case law, and corporate policies relevant to the role.	E	
Demonstrable experience of building effective partnerships that deliver positive outcomes for residents.	E	
Ability to acting as a Council representative in relation to relevant matters with external stakeholders.	E	
Significant experience of provide specialist advice and assistance to team members, political stakeholders, and partners on relevant legislation.	E	
Skills, Abilities and Competencies		
Demonstrated ability to engage effectively with communities to achieve positive outcomes.	E	
Excellent problem-solving and decision-making skills, with the ability to analyse complex situations and determine appropriate courses of action.	E	
Excellent written and verbal communication skills, with the ability to negotiate, influence and build positive working relationships to achieve desired outcomes.	E	
Ability to lead complex investigations and determine appropriate enforcement action.	E	
Ability to provide specialist technical advice and guidance to colleagues, senior officers, and elected Members.	E	
Keep up to date with changes in legislation and support the leadership of the function to update policies and procedures as required.	E	
Ability to travel independently to multiple locations as part of your role.	E	

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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: October 2026

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.

Broadland District Council

South Norfolk COUNCIL