

## JOB DESCRIPTION

**DEPARTMENT:** Housing & Safer Communities

**POSTHOLDER**

**SECTION:** Private Housing & Environmental Health  
Standards/ Housing Inclusion & Support Services

**GRADE:** TBC

**POST DESIGNATION:** Renters' Rights Enforcement Officer

### Purpose of Job:

To be responsible to the Renter Right Enforcement Manager for investigating breaches of landlord and tenant legislation in the private rented sector.

This is a pivotal role as the **Renters' Rights Act** introduces wide ranging changes to tenancy law and enforcement responsibilities.

- i) The postholder will undertake complex investigations into alleged unlawful eviction, harassment, discrimination and unlawful rent practices, providing specialist advice to tenants, landlords and managing agents.
- ii) The role operates with professional autonomy in managing caseloads, gathering evidence, preparing enforcement cases and attending court or tribunal proceedings under the direction of the Enforcement Manager.
- iii) Through investigation, mediation and enforcement activity, the postholder contributes to preventing homelessness, protecting tenants' rights and improving standards in the private rented sector.

### Main Duties:

- 1) Investigate alleged breaches of landlord and tenant legislation, including the Renters' Rights Act, Protection from Eviction Act 1977 and Landlord and Tenant Act 1985.

- 2) Manage a complex caseload independently, prioritising investigations to meet statutory timescales while maintaining high professional standards.
- 3) Gather and assess evidence through interviews, PACE-compliant processes, site visits, inspections and document review in accordance with statutory and evidential standards.
- 4) Prepare enforcement case files, including civil penalty notices and prosecution bundles for review and authorisation by the Renters Rights Enforcement Manager.
- 5) Attend court or tribunal proceedings to provide evidence in support of enforcement action as required.
- 6) Provide specialist advice to tenants and landlords and managing agents regarding tenancy rights and responsibilities under tenancy and housing legislation.
- 7) Intervene at an early stage in disputes to prevent unlawful eviction and reduce the risk of homelessness.
- 8) Mediate disputes between landlords and tenants to achieve lawful and sustainable outcomes where possible.
- 9) Work collaboratively with Housing Inclusion and Support Services, Legal Services, Private Housing Standards & Enforcement, Environmental Health and other partner agencies to support vulnerable residents and ensure coordinated service delivery.
- 10) Contribute to the development and maintenance of guidance, procedures and templates for operational enforcement activity.
- 11) Maintain accurate case records and enforcement data in compliance with Council procedures and data protection requirements.
- 12) Monitor emerging trends and patterns of non-compliance within the private rented sector to support targeted enforcement and service improvement.
- 13) Support and share knowledge with colleagues where appropriate to enhance team capability.
- 14) Contribute to tenant and Landlord engagement activities, including forums, workshops and awareness raising events.
- 15) Keep up to date with changes in housing legislation, guidance and enforcement best practice.

- 16) To undertake any other work appropriate to the level and general nature of the post's duties.
- 17) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 18) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 19) To perform all duties in line with Council's staff values showing commitment to improving resident's lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 20)

*This post requires a standard DBS*

Designation of the Post to which the Post-Holder normally reports to:

## Person Specification

<b>Job Title</b>	Renters Right Enforcement Officer
<b>Grade</b>	POI
<b>Service/Section</b>	Private Housing & Environmental Health Standards/ Housing Inclusion & Support Services
<b>Directorate</b>	Housing & Safer Communities

**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

<b>Criteria</b>	<b>Essential/ Desirable</b>
<b>Knowledge</b>	
An understanding of the impact of eviction, harassment and poor housing conditions on households.	E
Good working knowledge of housing and tenancy legislation relevant to private rented sector enforcement.	E
Knowledge of investigatory procedures, including PACE, relevant to enforcement casework.	E
Awareness of equality, safeguarding and data protection principles.	D
<b>Skills and Abilities</b>	
Ability to manage complex casework and prioritise effectively.	E
Ability to gather and assess evidence and prepare enforcement files to statutory standards.	E
Ability to mediate and provide specialist advice to tenants, landlords and managing agents.	D
Strong verbal and written communication skills, including preparing case documentation and reports.	E
Ability to work collaboratively with internal and external stakeholders.	D

<p>Good IT skills, including the ability to use case management systems and standard office software.</p>	<p>E</p>
<p><b>Experience</b></p>	
<p>Experience in tenancy relations, private rented sector or regulatory casework.</p> <p>Experience of conducting investigations and preparing cases for enforcement action.</p> <p>Experience of engaging with tenants, landlords or managing agents in complex situations.</p> <p>Experience of working collaboratively with colleagues or partner organisations to resolve issues.</p> <p>Experience of applying policies, procedures or legislation in practice</p>	<p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
<p><b>Equal Opportunities</b></p>	
<p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p> <p>Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.</p>	<p>E</p> <p>E</p>