

JOB DESCRIPTION

DEPARTMENT: Housing & Safer Communities

POSTHOLDER

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

GRADE: TBC

POST DESIGNATION: Renters Right Enforcement Manager

Purpose of Job:

This is a pivotal leadership role in response to the introduction of the **Renters' Rights Act**, which brings wide-ranging changes to tenancy law and enforcement responsibilities.

- i) The role leads and manages the Renters Rights Team, ensuring the effective implementation and enforcement of statutory duties relating to unlawful eviction, harassment, discrimination and unfair rent practices.
- ii) Provides technical leadership, oversee complex investigations and enforcement action, and ensuring service delivery is lawful, proportionate and aligned with Council priorities.
- iii) The role also has responsibility for maintaining and developing links with other council services working with households threatened with homelessness from the private rented sector, to ensure consistency and improve service delivery.
- iv) In addition, the post supports constructive engagement with private landlords and managing agents, promoting compliance with the Renters' Rights Act through advice, guidance and early intervention, alongside proportionate enforcement where necessary.

Main Duties:

1. Take management ownership and responsibility for the day-to-day supervision, support and performance of the Renters Rights Enforcement Team.
2. Allocate, monitor and review workloads to ensure cases are progressed effectively, proportionately and within statutory and service timescales.

3. Ensure officers meet agreed KPIs, service standards and enforcement expectations.
4. Undertake staff appraisals, one-to-one meetings, sickness and attendance management in accordance with Council procedures.
5. Promote high professional standards, consistency of decision-making and a resident focused approach to service delivery.
6. Ensure information gathering by the team and partner services supporting households at risk of homelessness is of a standard that enables effective enforcement.
7. Act as the Council's technical lead on the Renters' Rights Act and associated landlord and tenant legislation.
8. Provide expert advice and guidance to officers, managers, landlords, agents and partner organisations.
9. Support landlords and agents to achieve legal compliance through clear advice, guidance and constructive engagement, including early intervention to prevent disputes and reduce the need for formal enforcement action.
10. Oversee and quality assure the enforcement application of relevant legislation, including the Renters' Rights Act, Protection from Eviction Act 1977 and related Acts.
11. Authorise and review enforcement action including prosecutions, Civil Penalty Notices, Rent Repayment Orders and court applications.
12. Ensure investigations and enforcement activity are carried out lawfully and in accordance with criminal investigatory legislation, including PACE and RIPA whilst managing legal and reputational risk to the Council.
13. Lead or support the investigation of the most complex, sensitive or high-risk tenancy relation cases.
14. Prepare, review and sign off legal case files to support financial penalties and/or prosecution, witness statements, notices and reports and instruct legal services as required in line with relevant Service Level Agreements.
15. Issue Civil Penalty Notices and attend court or tribunal proceedings to give evidence where required.
16. Ensure enforcement decisions are consistent, proportionate and supported by robust evidence.
17. Oversee the management of service requests and ensure the provision of complex advice, statistical information and performance reports as required

18. Establish, monitor and review compliance with statutory obligations, KPIs and service targets.
19. Audit the quality of enforcement work, correspondence, reports, prosecution cases and legal documentation produced by the team.
20. Ensure the maintenance of high-quality, accurate case records and effective use of databases and IT systems are in line with data protection requirements.
21. Maintain an expert and up-to-date understanding of statutory requirements, guidance and best practice and take responsibility for developing your own and the team's knowledge and skill set through CPD and training.
22. Lead on partnership and cross-service working with Environmental Health, Trading Standards, Housing Inclusion, Legal Services and other Council teams.
23. Develop and lead joint operational work with external partners including government departments, enforcement agencies and voluntary sector organisations.
24. Represent the Council at internal and external meetings, partnership forums, committees and in courts as required.
25. To undertake any other work appropriate to the level and general nature of the post's duties.
26. 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.
27. 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.
28. 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.

This post requires a standard DBS

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

Person Specification



Job Title	Renters Right Enforcement Manager
Grade	PO3
Service/Section	Private Housing & Environmental Health Standards/ Housing Inclusion & Support Services
Directorate	Housing & Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
Good working knowledge of housing, tenancy or private rented sector legislation, or substantial experience in a regulatory related or enforcement area with the ability to transfer skills.	D
Understanding of enforcement principles, including proportionality, evidence-based decision making and risk management.	D
Understanding of homelessness prevention duties and the wider housing system, particularly in relation to the private rented sector.	D
Knowledge of equality, safeguarding, data protection and investigatory legislation relevant to enforcement activity.	D
Skills and Abilities	
Ability to lead, supervise and support officers undertaking complex and sensitive casework.	E
Ability to provide clear technical guidance and quality assurance on investigations, enforcement decisions and case files.	E
Ability to engage constructively with landlords, managing agents and other stakeholders to promote compliance and resolve issues.	E
Ability to analyse performance information, identify trends and take action to improve service delivery.	D
Strong written and verbal communication skills, including the ability to prepare reports, briefings and legal documentation.	E

Ability to assess risk and make decisions that are appropriate and evidence based.	D
Good IT skills, including the ability to use case management and performance monitoring systems.	E
Experience	
Experience of supervising staff or acting as a lead officer on complex casework.	D
Experience of managing or overseeing investigations, enforcement action or regulatory decision making.	D
Experience of working with landlords, agents or external stakeholders in a professional or regulatory context.	D
Experience of working collaboratively across services or with partner organisations.	D
Experience of contributing to service improvement or changes in response to new legislation.	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E

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