

# Job Description

## Housing Standards & Compliance Officer

**Level: 10**

**Responsible To:**

Housing Standards Lead Officer

**Responsible For:**

NA

**About the job:**

The Housing Standards & Compliance Officer will work alongside Environmental Health and Housing Solution Teams to protect residents in the private rented sector and ensure safe, secure homes. The role focuses on tenancy-related enforcement, preventing illegal eviction and harassment, supporting compliance with the Renters' Rights Act 2025, and responding to concerns about poor housing conditions. By coordinating joint visits, sharing intelligence, and working collaboratively across teams, the officer helps resolve tenancy issues, address disrepair, and prevent homelessness through timely, proportionate interventions.

**Role:**

1. To assess compliance through investigations and undertake necessary actions and enforcement in accordance with Housing Act 2004, Renters' Rights Act 2025, Anti-Social Behaviour Crime and Policing Act 2014, EPA 1990 and related legislation.

- Investigate property condition complaints including damp/mould (Awaab's Law).
- Use strengthened enforcement powers to obtain information.
- Conduct PACE interviews, gather evidence, serve statutory notices and prepare legal cases.
- Attendance at Magistrates' Court or other Courts/Tribunals on behalf of the Council in respect of any legal proceedings

2. Tenancy Regulation

- Support compliance with periodic tenancies and abolition of Section 21.
- Advise on revised Section 8 grounds and tenant protections.
- Support referrals to the PRS Ombudsman.

3. PRS Database & Digital Compliance

- Support landlord registration on the national PRS Property Database.
- Use database intelligence to target enforcement.
- Maintain accurate digital case records.
- Maintain improve public facing web-based resources

#### 4. Houses in Multiple Occupation (HMOs)

- Inspect, license and regulate HMOs.
- Maintain registers and take enforcement action for non-compliance.
- Monitor Compliance of supported accommodation providers.

#### 5. Proactive Projects

- Deliver risk-based proactive interventions.
- Participate in multi-agency enforcement and knowledge-sharing.

#### 6. Advice, Education & Partnership Working

- Provide guidance to tenants, landlords, councillors and internal partners.
- Promote landlord compliance.

#### 7. Financial & Default Works

- Arrange default works, procure contractors and process invoices.

#### 8. Corporate Responsibilities

- Support achievement of team and individual performance targets, including statutory targets, and project and business plans.
- Promote and comply with Chorley Borough Council's obligations under the Equality Act 2010 and Health & Safety, both in the delivery of service and the treatment of others.

#### 9. Training and Development

- Take responsibility for improving your performance by participating in the Performance Development Review process with your manager.
- Attend mandatory training associated with role and develop relevant knowledge and skills.
- Participate in performance review and CPD.

10. To carry out any other duties which are consistent with the nature, responsibilities, and grading of the post.

## Responsibilities:

### Team:

- You will work with your colleagues to prioritise team objectives over individual objectives.
- You will support and respect your colleagues at all times.
- You will work together to share knowledge and experiences to improve your service.
- You will participate in development activities as required.

### Corporate:

- You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
- You will actively engage with customer care, value for money and performance management.
- Your duties will be carried out in line with our equality scheme.
- You will be compliant at all times with GDPR and data protection legislation.
- You will constructively participate in communication and promotional activities.

### Organisational:

- You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
- You will support an inclusive culture which provides opportunities for everyone to participate and progress.
- You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council's priorities and objectives are met.
- You will positively promote and represent the Council at all times.

## What the successful candidate will have:

### Qualifications

#### Essential

- Qualification in housing, law, environmental health, or regulatory services (or equivalent relevant experience).
- Evidence of ongoing CPD in housing enforcement, tenancy law, or related regulatory fields.
- Full UK driving licence or ability to travel independently.

#### Desirable

- Professional membership of CIH, CIEH, or another relevant professional body.
- Additional housing or enforcement-related certification (e.g. mediation training, HHSRS awareness).

### Experience

#### Essential

- Experience working in a regulatory, housing enforcement, tenancy relations, environmental health, or similar investigatory role.
- Experience investigating tenancy disputes, illegal evictions, harassment, or disrepair complaints.
- Experience preparing case files, statements, and evidence for enforcement action, including PACE-compliant processes.
- Experience working directly with tenants, landlords, letting agents, and partner agencies.
- Experience using digital case management systems, regulatory databases, or online compliance tools.

#### Desirable

- Experience in multi-agency enforcement with Environmental Health, Planning Enforcement, Police, Housing Options or Legal Services.
- Experience applying or supporting HHSRS assessments.
- Experience participating in regional or cross-authority projects (e.g. Operation Jigsaw-style collaborative models).

### Knowledge

#### Essential

- Strong understanding of PRS legislation including the Renters' Rights Act 2025, Housing Act 2004, Environmental Protection Act 1990, Protection from Eviction Act 1977, and Landlord and Tenant Act 1985.

- Knowledge of the transition to periodic tenancies and the abolition of Section 21.
- Understanding of the national PRS Property Database and landlord registration requirements.
- Awareness of the forthcoming PRS Landlord Ombudsman and its role in dispute resolution.
- Understanding of Awaab's Law-style timelines for damp and mould complaints and how they apply to PRS enforcement.
- Knowledge of PACE, evidence handling, legal frameworks and enforcement decision-making.
- Awareness of Operation Jigsaw principles: intelligence-led enforcement, collaboration, consistency, shared best-practice.

#### Desirable

- Understanding of safeguarding, vulnerability assessments, and homelessness prevention pathways.
- Knowledge of HMO licensing requirements and local licensing standards.

### **Skills & Abilities**

#### Essential

- Ability to interpret and apply complex legislation accurately and clearly.
- Strong investigative skills including interviewing, evidence gathering, analysis and decision-making.
- Ability to draft clear, accurate, legally robust letters, notices, reports and case files.
- Excellent verbal communication skills, able to support tenants and challenge landlords professionally.
- Ability to manage a high-volume, varied caseload and prioritise effectively.
- High digital competence, including use of databases, online portals, and digital inspection tools.
- Ability to work collaboratively with Environmental Health and other internal/external partners.
- Professional integrity, resilience, sound judgement and ability to de-escalate challenging situations.

#### Desirable

- Skills in mediation, conflict resolution, or early intervention approaches.
- Ability to contribute to service development, policy improvement, and best-practice initiatives.

## Our Values & Behaviours

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.