

Role Profile

Job Title:	Technical Trading Standards Officer (Renters' Rights)
Location:	Colindale
Department:	Trading Standards
Directorate:	Assurance and Public Protection
Grade:	H
Type of Working:	Hybrid
Reports to:	Trading Standards Team leader

1. Job Purpose:

To lead and deliver Trading Standards responsibilities in relation to the private rented sector, implementing and enforcing the Renters' Rights Act 2025 and associated legislation, protecting residents and improving standards across the borough.

Outline

- Supporting Trading Standards and where relevant Housing Regulatory Services teams in relation to their statutory powers and duties associated with the Renters Rights Act 2025 and other relevant legislation.
- Acting as the lead Trading Standards Officer in Barnet in relation to the Renters' Rights Act 2025 and other aspects in relation to the private rental sector that Trading Standards has agreed responsibility for.
- Implementing, and enforcing Trading Standards and private sector housing policies to promote fair and safe trading.
- Supporting enforcement work undertaken across similar fields affected by the Renters Rights Act including compliance by letting agents with legislation including but not limited to the Tenants Fees Act 2019

2. Key accountabilities:

Administration

- Preparing high-quality reports, statements, consultation documents, and case records.
- Supporting performance targets, service improvement initiatives, and best practice implementation.
- Advising and where necessary adapting current policies and procedures

Advertising

- Ensuring that any required rent amount is always clearly published on rental property listings.
- Ensuring that landlords and letting agents provide key written information (e.g., rent amounts, deposit protection details, and repair responsibilities) *before* any tenancy agreement is signed or agreed upon.

Consumer Redress and CMP

- Ensuring that letting agents and property managers are members of approved Consumer Redress Schemes and have Client Money Protection in place.

Equality & Discrimination

- Enforcing protections against landlords or agents who discriminate against prospective tenants because they receive benefits or have children.
- Supporting the employer to comply with its statutory duty to safeguard and promote the welfare of children and adults at risk.

EPC & Environmental

- Monitoring agent / landlord compliance with the minimum Energy Efficiency (MEES) regulations.

Investigation & Enforcement

- Investigating complaints, carrying out inspections of trading premises, and taking appropriate enforcement action.
- Applying a broad range of enforcement tools, including negotiation and formal action where required.

Legal

- Preparing evidence and attending Court/Tribunal or Public Enquiries for the submission of evidence.

Outreach & Training

- Providing advice on consumer protection, housing, renting, and related legislation.
- Delivering talks, advice sessions, and guidance to businesses, residents, and stakeholder groups.
- Training, upskilling and mentoring, colleagues in relevant areas of specialism as required.

Rent

- Enforcing bans on landlords and letting agents from asking for, encouraging, or accepting offers made above any advertised asking price and / or investigating and addressing any breaches proportionately.
- Investigating any landlord or letting agent reported to be charging unlawful fees and supporting the administration of any appropriate enforcement action.
- Enforcing relevant rules that on rent advances and deposits in accordance with local guidance and national law.

Note: as this is a new role, the list of duties and responsibilities listed above will be subject to potential variation linked (primarily) to the monitoring and analysis of incoming service support requests

(i.e. that originate with residents and businesses); these requests – in turn - associated with relevant existing and future housing related legislation.

3. Financial Responsibilities:

None

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Qualified to degree level, or equivalent, in a relevant field	Desirable	Application/Interview
An up – to – date Trading Standards qualification, or equivalent regulatory qualification	Desirable	Application/Interview
An understanding of / training in relevant areas of law and legal process	Desirable	Application/Interview
Experience & Knowledge		
Proven experience conducting investigations and enforcement within a regulatory environment.	Essential	Application/Interview
Strong working knowledge of consumer protection, housing, and / or related legislation	Essential	Application/Interview
Excellent communication and report-writing skills	Essential	Application/Interview
Confidence in explaining legislation and regulatory requirements to diverse audiences.	Essential	Application/Interview
Ability to manage a varied caseload and prioritise work effectively.	Essential	Application/Interview
Strong analytical skills, attention to detail, and problem-solving ability	Essential	Application/Interview
Experience in regulating lettings agents or property management services	Desirable	Application/Interview

Experience working closely with housing teams or in private sector housing enforcement.	Desirable	Application/Interview
Skill & Ability		
Ability to adapt to technology quickly.	Essential	Application/Interview
Advanced user of MS platforms, inc. Teams, Word, Excel, PowerPoint, Outlook & SharePoint.	Desirable	Application/Interview
Knowledge and understanding of rules and best practice associated with intelligence and evidence gathering in a regulatory environment (inc. CPIA 1996 and RIPA 2000)	Desirable	Application/Interview
Full driving licence valid for use in the UK and access to own transport for work purposes.	Desirable	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with the public and colleagues in a way that builds trust.	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Collaborative		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview