

## Role Profile

<b>Job Title:</b>	<b>Housing Enforcement Officer (Trainee)</b>
<b>Location:</b>	<b>Colindale/Hybrid</b>
<b>Department:</b>	<b>Housing Regulatory Services</b>
<b>Directorate:</b>	<b>Growth</b>
<b>Grade:</b>	<b>Grade H</b>
<b>Salary Range:</b>	<b>Level 1- £38,058</b>
	<b>Level 2-£39,926</b>
<b>Reports to:</b>	<b>Team Manager</b>

### 1. Job Purpose:

To work positively and actively as part of a team with the overall aim of protecting and improving the health, safety and welfare of every resident, worker and visitor within the borough.

To undertake their duties in Housing Regulatory Services, in the first instance dealing with new work under the Renters Rights Act 2025, specifically taking legal action in relation to illegal eviction and harassment cases but operating flexibly to changes in priorities which may involve the post holder being employed in any area of work related to Housing Regulatory Services. This may also be necessary to meet training objectives.

To take the appropriate action including enforcement action in relation to legal contraventions identified, based upon accurate and legally robust information and appropriate delegated authority.

To undertake the necessary training and study over two years to become a Housing Enforcement Officer. In year 1 you will study and carry a caseload of lower risk cases, to graduate to level 2. In year 2 you will study and carry a caseload of low-medium risk cases. Graduating to level 2 is dependent upon successful completion of level 1 after 12 months. This will include the production of a monthly piece of a critical or reflective piece of work and an end of year 1 assessment. Graduating to Housing Enforcement Officer is dependent upon successful completion of level 2 after 12 months. This will include the production of a monthly piece of a critical or reflective piece of work and an end of year 2 assessment.

To work independently in a hybrid manner ensuring that the most appropriate enforcement actions and decisions are made at all times. This is site based role requiring officers to be visiting properties on a regular basis depending on service and training requirements.

### 2. Key accountabilities:

- a) Throughout the 2 years of housing enforcement training work with Barnet Homes to take all necessary legal action in relation to cases of illegal eviction and harassment. This will include collecting evidence, taking statements under caution, drafting personal statements, preparing legal bundles and drafting penalty notices in line with the Council's relevant policies and procedures.

## **General responsibilities for all areas of work at this level – Level 1**

- b) Actively participate in the necessary training and study to become a Housing Enforcement Officer. This will involve but is not limited to training sessions, peer training, individual learning, as required to ensure that on completion the officer is fully competent to work independently as a Housing Enforcement Officer.
- c) To successfully undertake all mandatory and allocated training within the specified timeframes.
- d) Undertake all duties associated with validating, identifying and issuing licences including assertively pursuing landlords reluctant to engage with our services, referring any case to senior licensing and enforcement officers for any required legal action in accordance with the relevant policies and procedures, council standing orders and financial regulations.
- e) Working under the supervision of senior officers to carryout full inspections of houses within the borough in response to service requests and decide on appropriate action predominantly in relation to the Housing Act 2004 utilising the HHSRS to evidence breaches and where required to progress legal action against landlords and support customers to prevent homelessness or exploitation through relevant and up to date advice.
- f) Under guidance and support of senior officers undertake inspections of service requests in relation to statutory nuisances in relation to prejudicial to health (lack of heating/hot water) and over grown gardens etc, identifying issues and taking the most appropriate enforcement action to enable a successful resolution.
- g) Respond promptly, within agreed timescales, to complaints about serious disrepair and housing-related nuisance in the private sector and, through investigation, evaluate risks and hazards and determine the nature, cause, urgency and remedy of the problems.
- h) To undertake compliance inspections as directed ensuring appropriate works have been undertaken to the required relevant standards and that hazards have been removed or reduced to an acceptable standard.
- i) Prepare and deal with correspondence, licences, statutory notices, orders, penalty notices and other documents.
- j) To proactively work in partnership with a wide range of officers from across the council ( housing benefit, council tax, planning, legal, trading standards, environmental health, housing needs ) and externally ( Police, LFB) to provide the best use of housing stock within the borough, to tackle rouge landlords, and bad practice to ensure there is a joined up problem solving approach across all services to conclude individual cases , and support bust outcome for residents.

- k) Proactively manage own caseload and ensure all cases are brought to a satisfactory conclusion. Keeping accurate and detailed notes of all work undertaken on the Council's data management system.
- l) To maximise personal productivity, minimise duplication and errors; and manage information efficiently and securely to reduce risk, though effective use of Office 365 and internal IT systems and applications.
- m) Ensure Team Manager is kept fully informed on any aspect of work which is controversial, political, strategic, financial or otherwise of a sensitive or highly complex nature.
- n) Keep up to date with changes in legislation, policies, attitudes and techniques relevant to their service groups.
- o) Assist at meetings, working parties, public meetings, exhibitions or demonstrations
- p) Carry out specialist duties as requested and in accordance with experience and training.
- q) Carry out research or survey work related to the work of the service. Participate in specialist project teams as required.
- r) The role involves a high level of interaction with the public which should be undertaken in a calm and professional manner appropriate to the situation. The postholder is expected to build trust with others and work on their own initiative.

*Graduating to level 2 is dependent upon successful completion of level 1 after 12 months from contract start. This will include the production of a monthly piece of a critical or reflective piece of work and an end of year 1 assessment.*

## **General responsibilities for all areas of work at this level – level 2**

- a) Actively participate in the necessary training and study whilst carrying a caseload of appropriately assigned cases, to become a Housing Enforcement Officer. This will involve but is not limited to training sessions, peer training, individual learning, as required to ensure that on completion the officer is fully competent to work independently as a Housing Enforcement Officer.
- b) To successfully undertake all mandatory and allocated training within the specified timeframes.
- c) Undertake all duties associated with validating, identifying and issuing licences including assertively pursuing landlords reluctant to engage with our services, and preparing legal reports where noncompliance is identified.
- d) Working under the guidance and support of senior officers carryout full inspections of houses within the borough in response to service requests and decide on appropriate action predominantly in relation to the Housing Act 2004 utilising the HHSRS to evidence breaches and where required to progress legal action against landlords and support customers to prevent homelessness or exploitation through relevant and up to date advice.
- e) Undertake the investigation of service requests and identify contravention of legislation and corrective action to be taken. This will include taking the appropriate action in line with the relevant policies, procedures and legislation within the general purview of the section.

- f) Identify licensable premises and take all necessary steps to licence the premises within target times, ensure compliance of licencing conditions, and taking the relevant enforcement action.
- g) To proactively work in partnership with a wide range of officers from across the council ( housing benefit, council tax, planning, legal, trading standards, environmental health, housing needs ) and externally (Police, LFB) to provide the best use of housing stock within the borough, to tackle rouge landlords, and bad practice to ensure there is a joined up problem solving approach across all services to conclude individual cases , and support bust outcome for residents
- h) Working under the guidance and support of senior officers carry out the enforcement of legislation and other powers in a timely and efficient manner, as may be required in line with service and statutory legal guidelines. This will include representing the Council at tribunal or court in the event of appeals and/or prosecutions.
- i) Prepare and deal with correspondence, licences, statutory notices, orders, penalty notices and other documents.
- j) Originate reports in the appropriate format including the preparation and evaluation of statistics.
- k) Ensure the Team Manager is kept fully informed on any aspect of work which is controversial, political, strategic, financial or otherwise of a sensitive or highly complex nature.
- l) To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
- m) Keep up-to-date with changes in legislation, policies, attitudes and techniques relevant to their service groups.
- n) Assist at meetings, working parties, public meetings, exhibitions or demonstrations
- o) Carry out specialist duties as requested and in accordance with experience and training.
- p) Carry out research or survey work related to the work of the service. Participate in specialist project teams as required.
- q) Officers are expected to monitor and manage a high number of cases, prioritise caseloads appropriately depending on risk and evidence of significant legal contraventions. Officers will take responsibility for their outputs whilst understanding how their role fit into the role of the team, the Directorate and the Council.
- r) The role involves a high level of interaction with the public which should be undertaken in a calm and professional manner appropriate to the situation. The postholder is expected to build trust with others and work on their own initiative.

*Graduating to Housing Enforcement Officer is dependent upon successful completion of level 2 after 24 months from contract start.*

### **3. Financial Responsibilities:**

- a) No budget responsibility.
- b) Ensure that all financial information is accurately recorded on the appropriate data management system to make sure that payment and income data is robust.
- a) Ensure that financial penalties are assessed and issued in line with the Council's policy

- b) Ensure that work in default of the Council is completed in line with the Council's policy without financial risk to the Council, and accurately recovering administrative costs.
- c) Ensure that demands are calculated accurately and issued based upon the time taken to complete enforcement activities.
- d) Ensure that the correct fees are charged and paid.

**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 all 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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<b>Reports to:</b>	<b>Team Manager</b>
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<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Experience &amp; Knowledge</b>		
A minimum 5 years' experience in a relevant field (Police, law enforcement, Fire Service, Trading Standards, or Tenancy Relations)	Essential	Application
Qualification to the equivalent of 64 UCAS points (e.g. 2x A levels grade C or above)	Essential	Application
A minimum of 2 years' experience working in a customer facing role	Essential	Application
Existing technical knowledge of construction, or housing enforcement	Desirable	Application/Interview
A minimum of 2 years experience of taking enforcement action	Essential	Application/Interview
Excellent interpersonal and negotiation skills and able to communicate clearly both verbally and in writing with a wide range of contacts and to deal with difficult or complex issues	Essential	Interview
A desire and commitment to develop technical knowledge and understanding in relation to the role of Housing Enforcement officer	Essential	Interview
<b>Skill &amp; Ability</b>		
Ability to competently use IT software packages, including Microsoft Word, Excel and PowerPoint	Essential	Application/Interview
Ability to work as part of a team and on own initiative, successfully reconciling individual and team targets within a specified timeframe.	Essential	Interview
Ability to analyse information and present this at an appropriate level to a given audience	Essential	Interview
Ability to deliver presentations and write standard and non standard reports	Essential	Interview
Is self-motivated and able to work under pressure to meet deadlines and targets whilst producing work to a high standard.	Essential	Interview

Adaptable, has as a flexible attitude and is able to adjust to change in tasks at short notice.	Essential	Interview
Able to progress sometimes complex cases in a timely manner accurately and in accordance with the relevant legislation and guidelines.	Essential	Interview
<b>Values &amp; Behaviours (only include those that are relevant to the role, must have at least 1 behaviour per value)</b>		
<b>Caring</b>		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
<b>Learning to Improve</b>		
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	Desirable	Application/Interview
<b>Inclusive</b>		
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	Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents,	Desirable	Application/Interview

and take an active role to ensure they are implemented and integrated in everything I do.		
<b>Collaborative</b>		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Desirable	Application/Interview
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