

Civic Pride

Senior Housing Standards Enforcement Officer Career Graded

Job Description and Person Specification

May 2025

Job Description

Job Title:	Senior Housing Standards Enforcement Officer (SPHEO)
Department:	Civic Pride
Function:	Community Protection and Licensing
Team:	Private Sector Housing
Grade:	LBR11
Hours/weeks:	36 hours/52.14 weeks
Base location:	Lynton House
Reports to: <i>Job title</i>	Team Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion. They are expected to be a leader within the PSH Group and lead on operations and projects.
Mechanics of the Career Grade:	Progression within the career grades will be as set out in 'Career Progression Framework-Housing Standards Enforcement Officers Procedure'.
Role purpose and role dimensions:	<ol style="list-style-type: none"> 1. To be a technical and legal subject matter expert within an area in Private Sector Housing with some demonstrative experience. 2. To be responsible for proactive, reactive housing standards/disrepair caseloads, and/or property licensing compliance caseloads, and/or related complaints and enquiries. To meet performance management and quality targets and strategic objectives of the service the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects. 3. Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales, the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects. 4. Investigate compliance / legal issues within area of responsibility. Including but not exclusive to licensing conditions and non-licensing the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects. 5. Preparation of notices, orders, reports, Witness Statements, and letters in standard formats as require the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects. 6. Provide specialist technical advice and information to customers and stakeholders. 7. To challenge existing practices with a view to lean processes whilst remaining legally compliant, the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects. 8. Preparing prosecution, civil penalty notices (CPN), appeal proceedings and represent the council at inquiries / court / tribunal to present evidence. 9. Assist with the promotion and distribution of information / materials to customers / stakeholders to reducing anti-social behaviour and improving standards in the private sector. 10. To provide support and supervision to other members of staff and to make decisions subject to position within the career grade.

Key external contacts: <i>Organisations</i>	This will include private rented clients and their families, landlords, letting agents, registered providers, charities, agents, owner occupiers, commercial, contractors, MPs, Land Registry, Central and Local Government, utilities, LFB, Met Police, UKBA and professional bodies such as CIEH, CIH, ALEHM, HSE.
Key internal contacts: <i>Job titles or groups of staff</i>	Staff of all other departments including but not limited to Housing Needs, Social Services up to and including director level and elected members.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	These additional responsibilities would apply: <ul style="list-style-type: none"> Ensuring recovery of income in daily processes.
Key areas for decision making:	<p>Taking responsibility to protect the health, safety, and welfare of residents of the Borough through the enforcement of Housing legislation and standards relating to residential premises. Including but not limited to, serving statutory notices, issuing CPNs and taking prosecutions.</p> <p>Regulating of private rented sector, including owner occupiers, landlords, agents and tenants, to improve the condition of private homes in Redbridge, using a range of intervention strategies, including enforcement, education, and advice.</p> <p>Assisting in the development and implementation of our strategy for protecting private renters across the borough while helping to tackle some the social, economic, and environmental factors.</p>
Other considerations: <i>E.g. working patterns</i>	Will require out of hours working for early morning operations, sometimes leading operations. This post has been designated as safety critical in accordance with the Council's Alcohol, Drugs and Substance Misuse Policy.

Key accountabilities and result areas:	Key elements:
To be responsible for a caseload of proactive and reactive housing inspections and to meet performance management and quality targets and strategic objectives of the service the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects.	This will involve: <ul style="list-style-type: none"> • Demonstrating the minimum competences that support housing standards namely carrying out Housing related visits and compliance with licensing conditions. • Meeting performance management and quality targets, the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects. • Ensuring properties meet minimum health and safety and energy efficiency standards in accordance with Housing Health and Safety Rating System (HHSRS) and other legislation. • Taking the appropriate course of action to address identified hazards and regulatory breaches in line with the PSH Enforcement Policy. • Delivering a programme of visits and street surveys as required based on key data, gathered intelligence and local knowledge to identify licensable properties, poor and unsafe conditions in the private rented sector, breaches in legislation and properties where tenants are at risk or exploited, accurately recording results, actions and outcomes on the database.
Additional responsibility will include for LBR11	<ul style="list-style-type: none"> • Using your professional judgement and expertise to carry out a range of interventions based on risk, in line with all relevant statutory instruments, codes of practice, corporate policies, and guidance. Interventions could include inspections surveys, visits, investigations, monitoring standards, investigating complaints and services requests, gathering evidence, carry out interviews, take statements and determine the most appropriate action.
Plan, organise and deliver own work to support the delivery of the regulatory/ statutory/ legal service and ensure completion of tasks within required standards and timescales, the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects.	This will involve: <ul style="list-style-type: none"> • Ensuring work is completed on time and to the quality and standards required. • Changes to priorities are accommodated. • Carrying out inspections of properties using HHSRS and serving the appropriate legal notices to remedy the hazards found; and taking follow up enforcement measures such as referring the matter for prosecution or issuing Civil Penalty Notices (CPNs) if the notice cannot be complied. • Licensing properties covered by our licensing schemes to ensure that rented homes in Redbridge meet the correct standards and provide the necessary support and information to landlords and tenants.
Additional responsibility will include for LBR11	<ul style="list-style-type: none"> • Responsibility for the early detection and identification of case and or personal performance related issues and ensure this is relayed to senior officer and team manager.

Investigate compliance / legal issues within area of responsibility. Including but not exclusive to licensing conditions and non-licensing the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects.	This will involve: <ul style="list-style-type: none"> • Inspections / reviews / interviews / audits are undertaken according to procedure. • The required data / evidence is clearly defined and obtained. • Record details and assess against relevant regulations / legislation / compliance procedures. • Non-compliance / legal issues are identified. • Assertively pursuing those landlords reluctant to engage and carry out comprehensive investigations independently to ensure licensable properties conform to all licensing requirements
Additional responsibility will include for LBR11	<ul style="list-style-type: none"> • Ensuring legal notices are accurate and served in accordance with statutory requirements. • Monitor compliance with Notices and Orders.
Preparation of notices, orders, reports, Witness Statements, and letters in standard formats as require the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects.	This will involve: <ul style="list-style-type: none"> • All documentation / information is produced to the required standards and timescales. • Issues are clearly summarised, progress, implications and outcomes are reported. • Customers, colleagues, stakeholders are kept informed of progress / outcomes. • Authorised documents are issued according to procedures. • Undertaking robust enforcement action as required to achieve compliance with the Housing Act 2004, Housing and Planning Act 2016 and all other legislation relevant to the regulation of the private housing sector.
Additional responsibility will include for LBR11	<ul style="list-style-type: none"> • Undertaking without the need for supervision a range of routine housing and other environmental health enforcement duties including gathering evidence, preparing, and issuing enforcement notices and obtaining warrants of entry.
Provide advice and information to customers and stakeholders. Where appropriate challenge existing practices the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects.	This will involve: <ul style="list-style-type: none"> • Information, advice, and support are accurate, timely and constructive. • Appropriate action is taken to resolve the issue or escalate / report it as appropriate. • Where appropriate, customers are supported in achieving compliance and improving practice.
Additional responsibility will include for LBR11	<ul style="list-style-type: none"> • Building effective relationships with internal and external stakeholders, find innovative solutions to problems and influence stakeholders to adopt best practice approaches to meet Council and statutory outcomes.
Preparing prosecution proceedings and represent the council at inquiries / court / tribunal to present evidence.	This will involve: <ul style="list-style-type: none"> • Evidence/witness statement is prepared and presented accurately.

Additional responsibility will include for LBR11	<ul style="list-style-type: none"> Preparing prosecution files, attend court proceedings, and delivering evidence in the event of statutory action for non-compliance under the supervision of a senior officer and in line with Councils enforcement policy.
Assist with the promotion and distribution of information / materials to customers / stakeholders to reducing anti-social behaviour and improving standards in the private sector.	This will involve: <ul style="list-style-type: none"> Information is appropriately distributed.
Additional responsibility will include for LBR11	<ul style="list-style-type: none"> Work effectively in collaboration with other teams and stakeholders demonstrating multidisciplinary approach to resolve complex issues
To provide support and supervision to other members of staff and to make decisions subject to position within the career grade.	This will involve: <ul style="list-style-type: none"> Providing support and guidance to staff on key issues and matters of significance regarding housing standards and Council priorities.
Additional responsibility will include for LBR11	<ul style="list-style-type: none"> Assisting in the day-to-day training and support of LBR10, licensing processing officers, student environmental health officers and or other staff or services by providing advice guidance or technical support in relation to your environmental health duties.
General accountabilities and responsibilities	
Green Statement	This will involve: <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 - treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy, and statutory requirements.
Conduct and Whistleblowing	This will involve: <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ■ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ■ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ■ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ■ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ■ Taking responsibility for continuing self-development and participating in training and development activities. ■ Participating in the ongoing development, implementation and monitoring of the service plans. ■ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ■ The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and competence.

Person Specification			
Job Title:	Senior Housing Standards Enforcement Officer (SPHEO)		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		A - I - T	Weighting
Minimum education/ qualifications:	Hold a relevant degree in an appropriate discipline or an equivalent academic or professional standard, for example a BSc, MSc or HNC/HND in Environmental Health, an HNC/HND in Building Studies/Surveying.	A	2
	Evidence of Continuous Professional Development	A	2
	Certificate of competency in performing HHSRS assessments and	A	3

Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> • Good knowledge of private sector housing and property licensing (inc. HMO's) within the local government framework. Including, the enforcement and regulatory functions, of the Housing Acts, Public Health, landlord and tenant law and the application of all other relevant legal and practical principles. 	A - I	3
	<ul style="list-style-type: none"> • Knowledge of developments in the field of housing and health and an understanding of sociological, demographic and geographical demands of the Borough. 	A - I	3
	<ul style="list-style-type: none"> • Some level of knowledge and experience of PACE, conducting interviews under caution, preparing evidence and obtaining warrants. 	I	3
	<ul style="list-style-type: none"> • An understanding of the application of the techniques of risk assessment in housing, health, and the environment. 		3
	<ul style="list-style-type: none"> • Understanding of construction technology, surveying techniques and schedules of work. 	A - I	3
	<ul style="list-style-type: none"> • Experience in working with minimum supervision, using problem solving skills and initiative to provide a customer focused service. 		3
	<ul style="list-style-type: none"> • Experience in working flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales, and deadlines of others. 		3
	<ul style="list-style-type: none"> • Experience in enforcing Housing and related Environmental Health legislation 		3
	<ul style="list-style-type: none"> • Experience of working in and with a multi- agency enforcement to achieve compliance across a range of service areas e.g. Tasking/action days 	A - I	2
	<ul style="list-style-type: none"> • Excellent knowledge and application of IT systems and software packages. 	I	3
	<ul style="list-style-type: none"> • Experience of organising work and maintain satisfactory work records 	I	3
	<ul style="list-style-type: none"> • Ability to work across a range of Regulatory Services functions 	I	2
	<ul style="list-style-type: none"> • Ability to research information and implement change 	I	2
Minimum behaviours: Customer service	<ul style="list-style-type: none"> • Understanding of customer care • Experience of having worked in a fast faced, customer focused environment. 	I I	3 2
Communicating and influencing others	<ul style="list-style-type: none"> • Ability to communicate effectively, both verbally and in writing, with members of the public and colleagues and influence others. 	A - I	3
	<ul style="list-style-type: none"> • Experience of producing detailed reports 	I	2
	<ul style="list-style-type: none"> • Ability to negotiate to achieve positive solutions 	I	3

Working together	<ul style="list-style-type: none"> Ability to work in teams to achieve results Understanding of purpose of role and where it fits into the work of the team and service area and other service areas as appropriate. Understanding of the overall functions and wider aims of the Council 	I I I	2 3 2
Embracing Change	<ul style="list-style-type: none"> Supportive of achieving continuous improvement and embracing change to deliver cost effective, quality services. Demonstrate acute self-awareness of strengths, weaknesses and how to interact affectively with others. 	I I	3 3
Respecting and implementing diversity	<ul style="list-style-type: none"> Understanding of equality issues, respecting and valuing individuals' diversity and the variety of their contributions 	I	3
Additional considerations	<ul style="list-style-type: none"> Hold a full valid UK driving licence and have use of own car with appropriate insurance for work. This position requires a DBS check to be undertaken 	A	3
Signature of Employee:	Name:	Date:	

Competency Framework

Salary Scale	Required Qualification, Experience & Competencies
Progression through the career pathway is at the discretion of the Group Manager or Head of Service having regard to the competence of the post holder as detailed below.	
Housing Standards Enforcement Officer	
LBR 10 level	<ul style="list-style-type: none"> Assessment of competence against the Job Description and the Housing Standards Enforcement Officer Person Specification Postholder able to carry out many of all duties of the post, but may require additional training, supervision and/or experience. Experience of inspecting/surveying residential properties using HHSRS in relation to housing standards. Can provide examples of their ability to interpret relevant housing and associated legislation. Can demonstrate taking effective formal enforcement action for both Category 1 and 2 Health and Safety Hazards under the Housing Act 2004 and use all other associated legislation.
Senior Housing Standards Enforcement Officer	
Progression subject to application and meeting with the panel	
LBR 11 level 2	<ul style="list-style-type: none"> Significant private sector housing enforcement experience. Technical Expert in one or more areas of private sector housing (PSH).

	<ul style="list-style-type: none"> Assessment of competence against the Job Description & the Person Specification for LBR11 role.
For internal progression	<ul style="list-style-type: none"> Demonstrate meeting targets (1:1 & One Brilliant You) Demonstrate their technical expertise in at least one area of private sector housing (PSH). A minimum of 2 years' experience in housing standards enforcement which must dealing with a range of complex high-risk problems. A proven track record of successful housing prosecution proceedings housing prosecutions which include attended Court and/or Tribunals. Can demonstrate that have served civil penalty notices (CPN). Can provide details of evidence prepared for court or FTT proceedings, or which could have been used in legal proceedings. Can demonstrate by example how they have shown leadership. Can demonstrate by example negotiating and other skills necessary to achieve the desired outcome and to avoid, or resolve, conflict in difficult situations. Can demonstrate a range of communication techniques. Can demonstrate by example that they have obtained and exercised formal warrants of entry. Can demonstrate by example a good understanding of the Housing Health and Safety Rating System (HHSRS). Can demonstrate by example the use of Prohibition Orders and/or Emergency Prohibition Order Served under the Housing Act 2004. Can demonstrate by example the use of Improvement Notice and/or Emergency Remedial Action served under the Housing Act 2004. Can demonstrate by example the use of abatement of nuisance powers under the Environmental Protection Act 1990. Can demonstrate by example a good understanding of the Police and Criminal Evidence Act (PACE) around interviews and evidence gathering.
Specialist Housing Standards Enforcement Officer	
Progression subject to application and meeting with the panel	
LBR 12 level 3	<ul style="list-style-type: none"> Educated to degree level or can demonstrate a recognised Housing Enforcement training course. Technical Expert in one or more areas of private sector housing (PSH). A minimum of 3 years' experience within housing standards enforcement. Considerable experience relating to the improvement of housing conditions within the private rented sector and of undertaking property inspections, undertaking HHSRS assessments, works schedules.

	<ul style="list-style-type: none"> • Able to demonstrate extensive range of enforcement experience. • Assessment of competence against the Job Description & the Person Specification for LBR12 role. • Postholder able to carry out full duties of the post with minimal supervision.
For internal progression	<ul style="list-style-type: none"> • Demonstrate meeting targets (1:1 & One Brilliant You) • Demonstrate their technical expertise in one or more areas of private sector housing (PSH). • Can demonstrate that they have issued multiple CPNs. • A proven track record of successful housing prosecution proceedings housing prosecutions which include attended Court and/or Tribunals. • Can demonstrate by example how they have shown leadership. • Can demonstrate by example a good understanding of the Housing Health and Safety Rating System (HHSRS). • Can demonstrate by example the use of Prohibition Orders and/or Emergency Prohibition Order Served under the Housing Act 2004. • Can demonstrate by example the use of Improvement Notice and/or Emergency Remedial Action served under the Housing Act 2004. • Can demonstrate by example the use of abatement of nuisance powers under the Environmental Protection Act 1990. • Can demonstrate by example a good understanding of the Police and Criminal Evidence Act (PACE) around interviews and evidence gathering. • Proven by example a track record of effective partnership working with external and internal partners. • Can demonstrate by example leading on work streams across service areas. • Can demonstrate that they have undertaken a formal caution interview under The Police and Criminal Evidence Act (PACE) and any associated legislation. • Able to demonstrate by example the decision-making process used as to whether to impose a Civil Penalty or to bring a prosecution for a particular offence. • Able to demonstrate through examples publicised media outcomes of successful court cases to discourage offending and/or re-offending.