

**Place Communities & Enterprise
Community Safety & Cohesion**

**Specialist Housing Standards Enforcement Officer
(Desktop Compliance) Job Description and
Person Specification**

March 2026

Job Description

Job Title:	Specialist Housing Standards Enforcement Officer (SHEO) – Desktop Compliance
Department:	Community Protection & Regulatory Services
Function:	Private Sector Housing
Team:	Housing Standards
	To be evaluated
Hours/weeks:	36 hours/52.14 weeks
Base location:	Lynton House
Reports to: <i>Job title</i>	Private Sector Housing Group Manager
Responsible for: <i>Job titles of direct reports</i>	<p>They will have direct line management responsibilities (up to 6 staff) and may also supervise trainees and work placement staff as required. The postholder will lead on desktop based compliance enforcement, ensuring robust assessment of evidence, accurate identification of noncompliance, and the initiation of appropriate regulatory action.</p> <p>They will also provide authoritative technical advice and recommendations to the Property Licensing Panel, ensuring that all decisions are evidence based, legally sound, and fully aligned with the Council’s enforcement policies.</p> <p>In addition, the postholder is expected to act as a key leader within the PSH Group, contributing strategic direction across operations and projects. They will proactively manage, support, and mentor staff, developing colleagues’ skills, performance, and professional growth while fostering a collaborative, high performing team environment.</p>

<p>Role purpose and role dimensions:</p>	<ol style="list-style-type: none"> 1. To be a technical and legal subject matter expert within an area in Private Sector Housing with significant and demonstrable 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 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, 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 be from simple to more complex proposals and projects. 5. Preparation of notices, orders, reports, Witness Statements, and letters in standard formats which will be 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 be from simple to more complex proposals and projects. 8. Preparing prosecution, civil penalty notices (CPN), appeal proceedings and lead on the case management of representing 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 11. Lead on desktop based compliance enforcement, ensuring robust assessment of evidence, accurate identification of noncompliance, and the initiation of appropriate enforcement or advisory action 12. Provide authoritative technical advice and recommendations to the Property Licensing Panel, ensuring decisions are evidence-based, legally sound, and fully aligned with the Council's enforcement policies.
<p>Key external contacts: <i>Organisations</i></p>	<p>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.</p>
<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<p>Staff of all other departments including but not limited to Housing Needs, Social Services up to and including director level and elected members.</p>
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>These additional responsibilities would apply:</p> <ul style="list-style-type: none"> • Budgetary responsibility in the form of supporting the Principal Housing Standards Enforcement Officer / Team Manager. • 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 and case managing 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>	<p>Will require out of hours working for early morning operations, often leading operations.</p>

Key accountabilities and result areas:	Key elements:
<p>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</p>	<p>This will involve:</p> <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, • 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. • 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. • Using your professional judgement and discretion to carry out a range of intervention 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. • Assisting with I.T development and processes affecting the private sector housing team. Liaise with relevant IT staff on IT developments to ensure that data is accurate and complete, and that the database reflects the operational needs of the teams. • To provide statutory and other performance returns as required to the council and appropriate government and non-governmental agencies.
	<ul style="list-style-type: none"> •

<p>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.</p>	<p>This will involve:</p> <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. • 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. • Making independent judgements in complex and novel situations, by subjectively analysing information, critically evaluating and reflecting upon interventions, outcomes, and conclusions.
	<ul style="list-style-type: none"> • .
<p>Investigate compliance / legal issues within area of responsibility. Including but not exclusive to licensing conditions and non-licensing</p>	<p>This will involve:</p> <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 • Ensuring legal notices are accurate and served in accordance with statutory requirements. • Monitor compliance with Notices and Orders. • Leading as the source of knowledge in the specialist area and to provide a high level of technical advice and guidance to the team
	<ul style="list-style-type: none"> •

<p>Preparation of notices, orders, reports, Witness Statements, and letters in standard formats as required</p>	<p>This will involve:</p> <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. • 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. • Acting as a resource of experience, knowledge, and expertise in relation to HMO's Property Licensing, HHSRS and or other housing related fields.
	<ul style="list-style-type: none"> • .
<p>Provide advice and information to customers and stakeholders. Where appropriate challenge existing practices.</p>	<p>This will involve:</p> <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. • Provide authoritative technical advice and recommendations to the Property Licensing Panel, ensuring decisions are evidence based, legally sound, and fully aligned with the Council's enforcement policies • 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. • Responding to queries from elected members and senior management regarding private sector housing issues. • To assist in responding to Freedom of Information requests
	<ul style="list-style-type: none"> •
<p>Preparing prosecution proceedings and represent the council at inquiries / court / tribunal to present evidence.</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Evidence/witness statement is prepared and presented accurately. • 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. • Taking the lead independently on complex housing cases and process without supervision using the full range of the Council's enforcement policy options. This will include the investigation and preparation of prosecution files, attending court proceedings and delivering evidence. • Demonstrating your ability to defend a legal judgement and provide a subjective professional opinion.

	<ul style="list-style-type: none"> •
Assist with the promotion and distribution of information / materials to customers / stakeholders to reducing anti-social behaviour and improving standards in the private sector.	<p>This will involve:</p> <ul style="list-style-type: none"> • Information is appropriately distributed. • Work effectively in collaboration with other teams and stakeholders demonstrating multidisciplinary approach to resolve complex issues
	<ul style="list-style-type: none"> •
To provide support and supervision to other members of staff and make decisions	<p>This will involve:</p> <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. • Assisting in the day-to-day training and support of 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. • Supporting complex enforcement action. • Preparing and supervising any work carried out in default of a third party, using statutory powers, to include writing of specifications, assessment of tenders, appointment of contractor, supervision of works by contractors, issuing statutory demands for payment and registration of charge on the Land Charge register. • Leading as the source of knowledge in the specialist area and to provide a high level of technical advice and guidance on more complex enforcement cases including joint enforcement in conjunction with partners and external agencies.
	<ul style="list-style-type: none"> •
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <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	<p>This will involve:</p> <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	<p>This will involve:</p> <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. Occasionally 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:	Specialist Housing Enforcement Officer – Desktop Compliance		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</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	3
	Evidence of Continuous Professional Development	A	2
	Certificate of competency in performing HHSRS assessments and hazard identification	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. 	I	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. 	I	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. 	I	3
	<ul style="list-style-type: none"> • Experience in enforcing Housing and related Environmental Health legislation 	I	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
	<ul style="list-style-type: none"> • Experience of staff management 	A-I	3
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 orally and in writing, with members of the public and colleagues and influence others. • Experience of producing detailed reports • ability to negotiate to achieve positive solutions 	A – I I I	3 2 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 	 	
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. 	 	
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 	 	
Additional considerations	<ul style="list-style-type: none"> • Ability to travel within the Borough within the course of duties for this purpose hold a full UK driving licence. • This position requires a DBS check to be undertaken 	 	
Signature of Employee:	Name:	Date:	