

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Senior Housing Enforcement Officer	Grade:	PO3
Reports to (Designation):	Licensing and Housing Enforcement Manager	Grade:	PO5
Directorate:	Housing Services	Section:	Private Sector Housing Agency

Main Purpose of the job:

The role will operate proactively, using relevant statutory powers to investigate and take appropriate action in cases of illegal eviction, harassment, or non-compliance with housing law.

The postholder will play a key role in enforcing breaches and offences under the Renters Rights Act and Protection from Eviction Act 1977 as well as supporting tenants to understand their rights. The role will contribute to enforcement action and promote lawful and fair practice within the private rented sector:

To work positively and actively as part of a team to ensure legislative compliance within the private sector housing stock in the borough.

Provide advice to tenants, landlords, council officers and relevant groups on the rights of tenants and property standards.

Investigate illegal evictions under the Protection from Eviction Act 1977 and Renters Rights Act breaches and offences, gather evidence and take appropriate enforcement action limited to issuing Civil Penalty Notices or Prosecution.

Work alongside the Housing Needs service to identify cases and prevent homelessness.

Investigate landlords who flout the law and provide poor standards of housing management in rented accommodation. Work with the wider team to identify poor housing conditions where further enforcement action is necessary.

To work in a multi-agency setting to tackle criminal landlords and agents and protect tenants.

To work actively with tenants to seek redress.

Summary of Responsibilities and Personal Duties:

- Provide high quality, confidential and trustworthy customer focused services and relevant advice to home owners, landlords, tenants and lettings agencies; including ensuring they are aware of their legal responsibilities and appropriate council interventions.
- Investigate and enforce the Protection from Eviction Act 1977 and alleged breaches and offences of the Renters Rights Act 2025 in relation to illegal eviction, discriminatory practices and rental increases.
- Preparing witness statements on own and service user's behalf as evidence within prosecutions and Civil Penalty Notices. Liaising with witnesses who are not Council employees and keeping them on board with enforcement action taken by the council.

- Preparing prosecution bundles, instructing legal services/outside legal representation. Attending case conferences with legal representation and counsel. Attending court or Tribunal to give evidence on the Council's behalf.
- Preparing Civil Penalty Notices of Intent and Final Notices relating to offences under Housing Act 2004, Protection from Eviction Act 1977, Housing Act 1988 and Renters Rights Act 2025. Preparing Civil Penalty Notices of Intent and Final notices relating to breaches and offences under Renters Rights Act 2026 and other relevant legislation.
- Recording all steps and outcomes to enable report under Renters Rights Act to be made to MHCLG with complete and accurate information.
- Responding to complaints by members of the public on own casework and assisting managers in responding to complaints.
- Work flexibly and positively as part of a team to ensure individual and team targets are met, contributing ideas and suggestions to improve service delivery.
- Provide advice, support and training to others and play a lead role in formally mentoring, training and supporting less experienced officers and apprentices in the team to develop their skills and progress through the grades.
- Contribute to service innovation to continually improve outcomes for the residents of the borough using high levels of discretion to gain optimal results.
- Carry out customer service reviews to secure feedback on services as required and feed into service development.
- Carry out all tasks with due regard to the Councils policies and procedures with particular regard to Health and Safety and the Equal Opportunities Policy.
- Deliver relevant projects as required that assists the private sector licensing and home improvement service to achieve its goal to deliver improvements in the standards and customer services of the private rented sector.

Internal Contacts: These include officers within the Agency, technical, professional and administrative staff across the council and Council Members.

External Contacts: This will include private rented clients and their families, landlords, agents, owner occupiers, MPs, officers in other areas such as SELHP, Land Registry, Central and Local Government, utilities, Fire Service, Met Police, UKBA and professional bodies such as CIH, HSE.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Senior Housing Enforcement Officer

Grade: PO3

Department: Housing Services

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge	
Detailed knowledge and understanding of the legislation, codes of practice and other statutory and non-statutory guidance relating to housing and the enforcement of housing conditions and management standards in the private sector	S
Knowledge of the key services of the Council	S
Knowledge of Renters Rights Act 2025, Housing Act 1988, Housing Planning Act 2016, Housing Act 2004, Protection from Eviction Act 1977, Criminal Procedure and Investigations Act 1996, RIPA, Data Protection, FOI, investigation techniques and PACE interview requirements	S
Working knowledge of housing legislation, codes of practice and other statutory and non-statutory guidance relating to housing and enforcement of housing conditions and management standards in the private rented sector.	S
Aptitude	
Ability to communicate complicated concepts clearly, concisely, sensitively and compassionately	
Aptitude for completing work to time and quality targets and attention to detail	
Ability to work well collaboratively as a team and use own initiative	
Ability to problem solve using creativity but staying within the law	
Skills	To Be Tested – T
Skills can only be used as shortlisting criteria if the skill is to be tested	
Excellent verbal, written and specialist interview skills to gather information and evidence including interviewing under caution where required	
ICT skills	
High level problem solving skills	
Numeracy and literacy skills	
Experience	
Experience of lawful investigation methods, preparing complex cases for court and giving evidence to satisfactory conclusion	S
Substantial experience of effectively communicating, influencing and persuading at a range of levels in order to achieve organizational and service objectives	S
Experience of working in housing advice or tenants rights field	S
Experience of communicating effectively with a wide range of people and dealing with confrontational and distressing circumstances to provide quality outcomes for residents	S
Substantial experience relating to the improvement of housing conditions within the private rented sector and of undertaking property inspections, works schedules, and the full range of enforcement actions	S
Demonstrable experience of using a full range of Microsoft packages and with working with databases and extracting and analysing data.	S
Experience in interpreting and applying complex legislation and implementing necessary changes	S

Experience in using initiative with minimal supervision to effectively manage and organise own workload	S
Experience of motivating, mentoring, developing and coaching staff	S
Experience of meeting demanding targets in a demanding environment	S
General Education	
Excellent level of literacy and numeracy	S
Further education qualification in housing or related field	S
Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Personal Qualities	
Passionate about customer care and improving housing conditions	
Excellent communicator, personable and empathetic to the needs of customers	
Solution focused mindset	
Essential to have a flexible approach to the delivery of the service	
Circumstances	
Must be able to travel throughout the borough to carry out the functions of the post	
May need to work outside normal office hours to get the job done as required	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** **Standard** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)