Regulatory Compliance Officer Apprentice (Housing & Tenancy Enforcement)

PAY SCALE	Grade 7, SCP 12-17
CONTRACT TYPE	Permanent
LOCATION	Hybrid. Office base: The Guildhall, Frankwell Quay, Shrewsbury SY3 8HQ
CLOSING DATE	18th December 2026

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

This is an exciting opportunity to build a career in regulatory services Housing Enforcement. You will complete the Regulatory Compliance Officer Level 4 apprenticeship, combining structured learning with practical, on-the-job experience within Shropshire Council's Environmental Protection and Housing Enforcement Team.

Working alongside professional officers, you will support inspections, investigations and casework covering housing conditions, HMOs, landlord licensing, and the protection of tenants. You will develop practical skills in evidence gathering, and enforcement processes.

You will join a supportive and collaborative team committed to improving housing standards and ensuring homes are safe, healthy, and well managed. We value learning, teamwork, professional development and continuous improvement, and you

will be encouraged to develop your skills, grow in confidence, and contribute ideas as you work towards your qualification and a career in housing enforcement.

About you

You will be organised, customer-focused and confident using ICT. You will have effective communication, problem-solving, and workload management skills, with the ability to analyse information, work effectively as part of a team and respond professionally to enquiries.

You will be comfortable working with residents, businesses, colleagues, and partner organisations, managing competing priorities calmly and accurately. You will bring a willingness to learn and develop, together with a genuine interest and passion for housing enforcement. Experience of supporting regulatory or enforcement work would be an advantage but is not essential.

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme Shropshire County Pension Fund
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments.
- Access to counselling and occupational health services
- Staff networks

How to apply

We would love to get to know you more so please give us a call if you would like to discuss this role or our team. You can contact us on joanne.millward@shropshire.gov.uk

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!