# PERSON SPECIFICATION

## Professional Officer (Tenancy Enforcement)

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

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### Qualifications and training

Method of Assessment – D, I

**Essential:**

- Educated to diploma/degree level or equivalent in environmental health, housing, law or a related field, or able to demonstrate an equivalent level of knowledge and competence through substantial relevant training or professional experience. English and Maths at GCSE grade C/4 or above, or equivalent literacy and numeracy skills, are also required.
- Relevant qualification, training or demonstrable experience in environmental health housing functions, private sector housing enforcement, tenancy compliance, landlord and tenant law, public administration, regulation or law enforcement.
- Able to demonstrate good levels of literacy and numeracy, including the ability to understand written legislation, guidance and evidence and to prepare clear written records and correspondence.
- Commitment and willingness to undertake further professional training relevant to tenancy enforcement, civil penalties, investigatory powers, evidence gathering, PACE requirements and the Renters' Rights Act.

**Desirable:**

- Relevant professional qualification or membership associated with housing, environmental health, regulation, investigation, tenancy management, landlord and tenant law or enforcement.

- Training in investigative practice, conflict management, safeguarding, equality and diversity, data protection, case management, civil penalties, court or tribunal processes.
- Training or continuing professional development linked to private rented sector reform, tenancy law, housing standards or implementation of the Renters' Rights Act.

**The New GCSE Grading System**

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

## Experience and knowledge

Method of Assessment – D, **I**, S

**Essential:**

- Experience of working with members of the public, landlords, tenants, letting agents or partner agencies in a professional, customer-focused environment.
- Knowledge and understanding of private rented sector housing issues, tenancy enforcement, housing standards, landlord and tenant responsibilities and the statutory role of local authorities.
- Awareness of current and emerging private rented sector legislation, including the Housing Act 2004, Protection from Eviction Act 1977, Housing and Planning Act 2016 and the Renters' Rights Act.
- Understanding of the rights and responsibilities of landlords, tenants and managing agents, including how tenancy law and housing standards interact in enforcement casework.
- Experience of gathering, recording and managing information accurately, including maintaining case records, correspondence, chronologies and evidence.
- Understanding of confidentiality, data protection, equality, diversity and safeguarding responsibilities when dealing with residents, landlords and vulnerable households.
- Experience of managing a varied workload, meeting deadlines and progressing cases in accordance with procedures, policies and statutory requirements.
- Sound professional knowledge and practical experience of housing, tenancy, regulatory or enforcement casework, together with the ability to interpret and apply relevant legislation, statutory guidance and Council policy.

- High level knowledge and understanding of the strategic and policy issues facing housing and local authority services, including current and emerging tenancy reform and implementation of the Renters' Rights Act.
- Thorough awareness and understanding of current legislation, contemporary issues and best practice in tenancy law, housing standards, the rights and responsibilities of landlords and tenants, and local authority enforcement.
- Knowledge and practical experience of relevant enforcement techniques and regulatory sanctions, including civil penalties, prosecution or tribunal processes appropriate to the responsibilities of the post.
- Evidence of continuing professional development relevant to housing, tenancy enforcement, investigation or regulation.

**Desirable:**

- Experience of working in a local authority, housing association, regulatory, legal, enforcement or tenancy management setting.
- Knowledge of tenancy reform, landlord redress, civil penalties, rent repayment orders, unlawful eviction or harassment, tenancy deposit requirements or other private rented sector enforcement matters.
- Experience of assisting with investigations, inspections, enforcement action, civil penalties, prosecutions, tribunal work or formal complaint handling.
- Awareness of HHSRS and how property condition concerns may interact with tenancy enforcement, housing standards and landlord compliance.

## Specialist skills and abilities

Method of Assessment – I, **S**, **T**

**Essential:**

- Ability to interpret and apply legislation, statutory guidance, policies and procedures fairly, consistently and proportionately, including in relation to tenancy enforcement and the Renters' Rights Act.
- Ability to plan and support investigations into tenancy enforcement matters, using appropriate regulatory and enforcement techniques within the scope of the role.
- Strong written communication skills, including the ability to draft clear letters, notices, reports, case notes, chronologies and responses to enquiries.
- Strong verbal communication and interpersonal skills, including the ability to explain complex requirements clearly to tenants, landlords, letting agents and other stakeholders.
- Ability to collect, evaluate and organise evidence, identify relevant issues and support appropriate enforcement or compliance decisions.

- Ability to prepare accurate and legally robust records, including evidence logs, case summaries and documentation capable of supporting civil penalty, tribunal, prosecution or other enforcement processes.
- Competent ICT skills, including use of Microsoft Office, case management systems, databases and electronic record keeping.
- Ability to work safely and professionally when visiting properties, conducting enquiries or engaging with potentially challenging situations.
- Ability to plan, progress and record complex tenancy-enforcement investigations within established legislation, Council procedures, professional guidance and delegated authority.
- Ability to undertake relevant housing inspections and identify matters requiring action or referral, applying HHSRS or other statutory frameworks within the scope of the postholder's training, competence and authorisation.
- Ability to prepare accurate enforcement documentation, evidence schedules, case summaries, witness statements and case files for managerial or legal review, and to support court or tribunal proceedings where required.
- Ability to provide high quality technical information, advice and assistance to landlords, agents, tenants, colleagues and partner organisations.
- Share professional knowledge and good practice with colleagues and provide appropriate technical support within the postholder's area of competence.

**Desirable:**

- Ability to use mapping, intelligence, property records or data systems to support proactive tenancy enforcement activity and identify areas of non-compliance.
- Ability to prepare evidence bundles, witness statements, case briefs or tribunal/court documentation under supervision.
- Knowledge of investigatory powers, PACE requirements, risk assessment, lone working procedures and personal safety when undertaking enforcement-related duties.
- Experience of supporting landlords, tenants or agents to understand and comply with legal requirements under private rented sector legislation.

## Personal skills and attributes

Method of Assessment – I, **S**

**Essential:**

- Professional, impartial and resilient, with the ability to remain calm, objective and authoritative when dealing with difficult, sensitive or contentious situations.

- Customer-focused approach, with empathy for residents and an understanding of the need to balance support, advice, informal resolution and formal enforcement.
- Political sensitivity and awareness of the reputational, legal and community impacts of tenancy enforcement work.
- High level of accuracy, attention to detail and personal accountability when handling information, evidence and case records.
- Ability to work collaboratively with colleagues, partner agencies and stakeholders to achieve service outcomes.
- Organised and self-motivated, with the ability to prioritise competing demands and work both independently and as part of a team.
- Commitment to equality, diversity, inclusion and the Council's values and behaviours.
- Ability to negotiate and mediate effectively with residents, landlords, agents, partner organisations, governmental bodies and regulators to achieve successful and proportionate outcomes.
- Ability to handle pressure and complexity in a calm, reflective, authoritative and professional manner, exercising sound judgement and resolving challenging problems.

**Desirable:**

- Confidence in presenting information to colleagues, managers, partner agencies or formal proceedings.
- Experience of supporting service improvement, developing guidance or contributing to new processes linked to tenancy reform or enforcement practice.
- Negotiation or mediation skills, including the ability to work constructively with tenants, landlords, agents and partner organisations to resolve issues where appropriate.

## Decision making impact and innovation

Method of Assessment – I, **S**

**Essential:**

- Ability to make sound recommendations and take appropriate action within agreed policies, procedures, delegations and supervision arrangements.
- Ability to assess risk, prioritise cases and escalate matters where there are legal, safeguarding, reputational or service implications.
- Ability to analyse and interpret information, events and evidence in order to support proportionate, evidence-based tenancy enforcement decisions.

- Ability to identify practical solutions to tenancy enforcement issues and support the appropriate use of advice, informal resolution, civil penalties, prosecution, tribunal action or other regulatory interventions.
- Ability to contribute to the development of efficient working practices, guidance and service improvements as legislation and operational requirements change, including implementation of the Renters' Rights Act.
- Ability to manage an allocated caseload, make evidence-based casework decisions within agreed delegations, contribute to team objectives and identify opportunities to improve operational practice.
- Ability to recognise matters that are novel, high risk, politically sensitive or potentially precedent-setting and refer these appropriately to the Principal Officer, Manager or Legal Services.

**Desirable:**

- Experience of identifying trends, gaps or recurring issues and suggesting improvements to systems, processes, customer information or enforcement practice.
- Ability to support project work linked to private rented sector reform, tenancy enforcement, compliance, landlord engagement or service development.
- Ability to adapt working practices in response to legislative or procedural change and contribute suggestions, casework learning and operational feedback to service-improvement activity.

## Special working conditions

Method of Assessment – D, **I**

**Essential:**

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match
- Ability to travel across Shropshire and attend site visits, meetings or appointments as required by the service.

**Desirable:**

- Access to a suitable vehicle or ability to meet the travel requirements of the role.
- Flexibility to attend meetings, inspections or enforcement activity outside normal office locations where required.