PROFESSIONAL OFFICER (TENANCY ENFORCEMENT)

PAY SCALE	Band 11, SCP 29–33, dependent on experience
CONTRACT TYPE	Permanent
LOCATION	Hybrid. Office base: The Guildhall, Frankwell Quay, Shrewsbury SY3 8HQ
CLOSING DATE	14th 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

Join our Environmental Protection and Housing Enforcement Service and help protect tenants, improve housing standards, and promote lawful practice within Shropshire's private rented sector. You will undertake professional tenancy-enforcement investigations, including cases involving illegal eviction and harassment, and use your judgement to gather evidence and deliver proportionate enforcement action.

We are a collaborative and improvement-focused team that values professionalism, mutual support, and practical problem-solving. You will work with colleagues and partner organisations on varied and meaningful cases, with opportunities to develop your expertise and help shape the Council's evolving approach to tenancy enforcement.

About you

You will bring relevant experience in housing, tenancy, regulatory or enforcement work, together with a good understanding of private rented sector housing and the responsibilities of landlords and tenants. You will be confident interpreting legislation and guidance, assessing evidence and managing cases in a fair, consistent, and proportionate way.

An effective communicator and problem-solver, including when situations are challenging or sensitive. You will be organised, resilient and accurate, with sound professional judgement and the ability to manage competing priorities, own caseload, assess risk, and recognise when complex, sensitive or high-risk matters need to be escalated

Relevant qualifications or equivalent professional knowledge and experience are important, along with a willingness to continue developing your expertise in tenancy enforcement, investigation and evolving private rented sector legislation

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!