# Job Description and Particulars of Appointment

- Job Title: Regulatory Compliance Officer Apprentice (Housing and Tenancy Enforcement) (Level 4)
- Post Number: P28151
- Grade and SCP: Grade 7, SCP 12-17
- Directorate: Public Health

## Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Environmental Protection and Housing Enforcement Team within Public Health, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The team protects tenants, improves housing standards and supports safe, healthy and well-managed homes through advice, investigation, regulation and enforcement. Its work includes functions under the Housing Act 2004, the Protection from Eviction Act 1977,

the Renters' Rights Act 2025, including provisions in force from time to time, and other relevant housing and tenancy legislation.

## Overview of your role

This is a Regulatory Compliance Officer Apprentice level post. The purpose of the role is to complete the Regulatory Compliance Officer (Housing and Tenancy Enforcement) Level 4 apprenticeship standard while providing technical, administrative and operational support to Housing and Tenancy Enforcement officers.

Under direction and supervision, you will support the delivery of housing and tenancy regulatory priorities through operational plans, projects, inspections, investigations and case administration. The role contributes to improved housing conditions, lawful tenancy practices, the protection of tenants and compliance with the Housing Act 2004, the Protection from Eviction Act 1977, the Renters' Rights Act 2025, including provisions in force from time to time, and other relevant legislation.

## Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Environmental Protection and Housing Enforcement Manager, who is responsible for your health and safety, training and development, with day-to-day direction from the Principal Housing Enforcement Officer.
- expected to undertake and complete the Regulatory Compliance Officer (Housing and Tenancy Enforcement) Level 4 apprenticeship standard, meeting all attendance, progress, assessment and evidence requirements within the timeframe set out in the Apprenticeship Agreement.
- expected to develop the appropriate knowledge, skills and behaviours in order to:
    - support the effective delivery of housing and tenancy regulatory priorities through service plans, projects, risk-based inspection and investigation, case administration and engagement with landlords, letting agents, tenants and partner organisations.
    - contribute to projects and build effective relationships with internal and external partners to achieve specified outcomes, without direct authority over those involved.
- responsible for preparing accurate information and draft responses in line with Council, regulatory and statutory processes, including complaints, MP and councillor enquiries, Information Governance requests and customer enquiries.
- responsible for completing all mandatory corporate, role-specific and apprenticeship training within required timescales. Requirements will be detailed

through induction, the Performance Development Review and the apprenticeship programme.

The post holder has no line management or budget responsibilities or accountabilities.

## What will you be doing?

You will develop the knowledge, skills and behaviours outlined in the Regulatory Compliance Officer (Housing and Tenancy Enforcement) Level 4 apprenticeship standard to achieve the qualification and carry out the following duties:

- Support operational action plans, projects and programmes that improve housing standards, tenancy compliance and regulatory outcomes under the Housing Act 2004, the Protection from Eviction Act 1977, the Renters' Rights Act 2025, including provisions in force from time to time, and other relevant legislation.
- Assist authorised officers with inspections and assessments of residential premises, including privately rented homes and houses in multiple occupation, using risk-based approaches and the Housing Health and Safety Rating System where applicable, and with compliance checks and follow-up activity as directed.
- The post holder will not make statutory enforcement decisions, exercise formal powers or sign statutory notices unless specifically trained, competent and authorised to do so under the Council's scheme of delegation.
- Assist with enquiries and investigations concerning unsatisfactory housing conditions, licensing, unlawful eviction, harassment and suspected breaches of housing and tenancy legislation by landlords, letting agents or other relevant persons.
- Use evidence-based research, risk assessment and intelligence-led approaches to help identify practices that may present risks to tenants, residents or the wider community.
- Provide accurate and timely information and support to landlords, letting agents, tenants, residents, partner agencies and other service users about housing standards, tenancy requirements, legal duties and follow-up actions.
- Assist officers to gather, record, preserve and prepare evidence in accordance with enforcement policies and legal requirements, supporting civil financial penalty cases, Council rent repayment order applications, statutory appeals, debt recovery, tribunal proceedings or criminal prosecutions, where appropriate.
- Support preparation of case files, notices, schedules, reports, witness information and other documentation, ensuring records are clear, accurate, complete and suitable for review.

- Attend court or tribunal proceedings as required in support of housing and tenancy enforcement functions.
- Engage constructively with landlords, letting agents and tenants to support early resolution where appropriate, while maintaining a clear focus on statutory compliance and protection of tenants.
- Support cross-cutting work on safeguarding, community safety, public health and the protection of vulnerable people.
- Assist with the review of processes, case records and service data, identifying and suggesting potential improvements to compliance, performance and monitoring for consideration by senior officers.
- Resolve or refer enquiries and complaints from residents, landlords, letting agents, partner agencies and Council services in accordance with procedures and agreed timescales.
- Process information needed for enquiries, performance monitoring, statutory returns, public registers and service analysis.
- Maintain accurate and efficient electronic and paper records, case management systems, databases and statutory registers in line with data protection, audit and information governance requirements.
- Provide effective day-to-day communication and liaison between service areas, officers, the public, statutory bodies and external partners.
- Keep up to date with relevant legislation, statutory guidance, Council policies and professional practice, and attend seminars, meetings and training as required.
- Carry out compliance checks, visits and other housing or tenancy enforcement activities as directed by a manager or senior officer, working within the limits of competence and delegated authority.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to changing Council requirements, changes affecting the workforce and developments in housing and tenancy regulation.

## What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,

- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- meet all attendance, progress and assessment requirements of the apprenticeship programme, maintain appropriate evidence of learning and apply learning in the workplace.
- make continuous progress throughout the apprenticeship by meeting agreed targets, recording off-the-job training in accordance with the Apprenticeship Agreement and provider requirements, completing assignments and taking responsibility for their own learning and additional personal development.
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

## What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

Your primary work base will be at Guildhall, Frankwell Quay, Shrewsbury, with regular home working arrangements and delivery at locations throughout Shropshire.

Your post is subject to the following:

- The post is a fixed-term contract for 24 months.
- Normal office hours are 7am to 7pm Monday to Friday and 8am to 1pm Saturday, with a minimum lunch break of 30 minutes.
- The post is subject to the Council's annualised hours scheme as implemented within the work area.
- Occasional evening and weekend work may be required.
- Additional payments do not apply.

- This post carries eligibility to join the Local Government Pension Scheme. Information will be provided with any formal offer of appointment.
- Annual leave entitlement is a pro rata flat-rate scheme of 207 hours (28 days) plus bank holidays, with five additional days for employees with five years' local government service, giving 244 hours (33 days). Two days of an employee's allowance, pro rata for part-time staff, must be taken at Christmas for any potential closure. Where the service must open over Christmas, the two days may be carried over but must be used by the end of March.
- The appointment is subject to one month's notice in writing on either side.
- The appointment is subject to six months' satisfactory probationary service, during which the notice period will be one week on either side.
- Smoking is not allowed in Council buildings, vehicles or workplaces.
- Where required, you must provide a suitable vehicle for your duties and make it available during normal working hours. Reimbursement for Council business travel will be at the Council's applicable mileage rate.

## What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

All applicants who are appointed to this post will be subject to a **Basic Disclosure check** once the appointment is confirmed. This check will include details of any unspent convictions under the Rehabilitation of Offenders Act 1974.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.