Job Description and Particulars of Appointment

- Job Title: Professional Officer (Tenancy Enforcement)
- Post Number: P28150
- Grade and SCP: Band 11, SCP 29–33, dependent on experience
- 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 the Public Health Directorate, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The Environmental Protection and Housing Enforcement Team works to protect tenants, improve housing standards and support safe, healthy communities through statutory regulation, investigation, advice and enforcement activity.

Overview of your role

The role will support the Council's implementation and delivery of its statutory tenancy-enforcement responsibilities under relevant housing and tenancy legislation. The postholder will undertake professional enforcement casework within established legislation, statutory guidance, Council policies, procedures and delegated authority.

The postholder will investigate tenancy breaches, illegal eviction and harassment, gather and assess evidence, prepare enforcement documentation and recommend or undertake proportionate enforcement action in accordance with the Council's approved enforcement framework.

The post holder will also support Housing Enforcement Officers with enforcement of the Housing Act 2004 and other relevant legislation relating to unsatisfactory housing conditions, energy efficiency, HMOs and licensed landlord activities.

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, and to the Principal Housing Enforcement Officer, who is responsible for the day-to-day operation of the team.
- The post does not carry formal responsibility for line management, setting service strategy, managing the overall enforcement function or determining Council-wide enforcement policy.
- expected to maintain up-to-date knowledge of relevant legislation, statutory guidance, case law and emerging trends, and identify matters requiring procedural, policy or managerial consideration.
- contribute professional knowledge and operational experience to service projects, initiatives and workstreams, and undertake defined project tasks or short-term pieces of work as allocated. Lead defined, small-scale operational tasks or improvement activities within agreed objectives, timescales and governance arrangements.
- prepare factual and technical information and draft responses relating to allocated cases for managerial review, in accordance with the Council's corporate procedures.
- responsible for completing all mandatory corporate and role-specific training within expected timescales. Training requirements will be detailed in your corporate induction and Personal Development Plan. Courses are accessed via the Council's Learning Management System through the Intranet.

What will you be doing?

- carry out primarily tenancy investigations under the Renters Rights Act 2025, incorporating illegal eviction, harassment and other breaches, including housing standards and licensing matters where necessary, ensuring all evidence is gathered to prescribed standards and within required timescales.
- assess potential tenancy and housing offences and, within approved delegations, statutory guidance, Council policy and established evidential and penalty frameworks, prepare, recommend and issue civil penalties and associated notices.
- exercise relevant investigatory powers within the scope of the postholder's training, competence, formal authorisation and delegated authority, including entry to premises, inspection of records and formal interviews under the Police and Criminal Evidence Act, where appropriate.
- prepare evidence, case summaries, notices, witness statements and enforcement files for review and use in civil penalty, tribunal, rent repayment order or prosecution proceedings, working with senior officers and Legal Services as appropriate. Attend court or tribunal proceedings and give evidence where required, following appropriate professional and legal guidance.
- engage constructively with landlords, letting agents and tenants to promote early resolution where appropriate, ensuring all parties understand their rights and responsibilities while maintaining a clear focus on statutory compliance and enforcement duties.
- identify, develop and maintain strong working relationships with key internal and external partners, working collaboratively to protect tenants and support vulnerable individuals engaging with the enforcement process.
- maintain accurate case records, databases and statutory registers, ensuring all evidence, decisions and actions are recorded promptly, clearly and in line with data protection, audit requirements and statutory reporting needs.
- manage a high volume workload driven by statutory duties and rising complaint numbers, using effective decision making, prioritising based on risk and ensuring cases progress within statutory or policy-defined timescales.
- provide technical information, advice and guidance on assigned tenancy-enforcement cases and established statutory requirements, escalating novel, high-risk or precedent-setting matters to the Principal Officer or Manager.
- prepare and present written and verbal reports to senior managers, partner agencies, councillors or external bodies. Participate in multi-agency meetings and, where appropriate, chair case-specific or defined operational discussions within the remit of the post.
- Identify casework trends, procedural issues and opportunities for improvement, and contribute operational information and professional advice to the review of procedures, guidance and customer information.

- participate in targeted operational activity linked to proactive enforcement, compliance checks or intelligence-led visits, and contribute to local or national campaigns that promote lawful practice in the rental sector.
- provide high levels of customer care, recognising the needs of tenants with complex or challenging circumstances and ensuring that enquiries from MPs, councillors and members of the public are responded to professionally and promptly.
- ensure all work is delivered in accordance with the Council's policies on equality, health and safety, lone working and data protection, and operate safely when entering premises where hostility or confrontation may arise.

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 the changing requirements of the Council and changes affecting the workforce.

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,
- 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 the Guildhall in Shrewsbury, with the requirement to regularly work from home.

Your post is subject to the following:

- The post is permanent, for 37 hours per week.
- Normal office hours are 7am – 7pm Monday to Friday and 8am – 1pm Saturday, with a minimum lunch break of 30 minutes. Occasional evening, night or weekend work will be required.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.
- This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to two months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

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,