PERSON SPECIFICATION

Regulatory Compliance Officer Apprentice (Housing and 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

Qualifications and training

Method of Assessment - D

Essential:

- 5 GCSEs at Grade 4/C or above including mathematics and English, or other equivalent qualifications and/or experience relevant to the role.
- 3 A-levels at Grade C or above, or other equivalent qualifications and/or experience relevant to the role.

Desirable:

- An understanding of housing standards, tenancy regulation and regulatory enforcement, including the Housing Act 2004 and the Renters' Rights Act 2025.
- Understanding of core public health principles in relation to safe, healthy and well-managed housing.

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

Desirable:

- Experience of working within an office environment.
- Experience of working within a regulatory environment.
- Experience in an administrative, technical or operational role relevant to regulation and enforcement.

Specialist skills and abilities

Method of Assessment - I

Essential:

- Previous experience of dealing with the public.
- Basic understanding of housing regulation and enforcement, including the Housing Act 2004 and the Renters' Rights Act 2025.

Desirable:

- Experience of supporting housing enforcement and/or other regulatory or investigative functions.
- Experience of supporting the successful delivery of operational project plans and performance targets across a number of functional areas.
- Experience of dealing with situations of potential conflict.

Personal skills and attributes

Method of Assessment - I

Essential:

- Ability to support individuals and teams.
- Good written and oral communication and interpersonal skills.
- Good ICT skills, with good knowledge of Microsoft 365 and databases.
- Business Support: able to provide high-quality information, advice and assistance to landlords, tenants, letting agents and other service users regarding housing standards, tenancy requirements, legal duties, follow-up actions and related

matters within a clearly defined functional or specialist area and under close supervision.

- Problem Resolution: ability to resolve low- to medium-risk housing-related problems and enquiries to achieve successful outcomes for service users, with close supervision.
- Negotiation and Mediation: experience of communicating with residents, landlords, letting agents, partner organisations and other regulators to achieve successful service outcomes, with support.
- Customer Service: ability to engage with service users to identify needs and expectations and communicate effectively with key client groups.
- Analytical and Problem Solving: ability to analyse and interpret straightforward information relevant to housing and tenancy matters.

Desirable:

- Ability to support officers and teams with busy and competing workloads and demands.
- Investigations: able to assist with low- and medium-risk investigations into housing, tenancy and regulatory matters, with high levels of supervision and guidance.
- Inspection: ability to support and assist with inspections of residential premises, including privately rented housing and houses in multiple occupation, under the Housing Act 2004 and other relevant housing legislation, with direction and supervision as part of a wider team.
- Project Management: experience as a project team member, with responsibility for delivering specific elements of low- to medium-risk projects.
- Legal Process and Advocacy: ability to support officers in compiling and reviewing information for formal enforcement action under the Housing Act 2004, the Renters' Rights Act 2025 and other relevant housing legislation, with guidance.

Decision making impact and innovation

Method of Assessment - I

Essential:

- Handling Pressure and Dealing with Complexity: ability to manage a clearly defined workload in a calm, reflective, timely, authoritative and professional manner, and make decisions based on credible information.

- Planning, Organisation and Delivery: ability to deliver in accordance with defined project plans that are closely and regularly reviewed by line or project managers.

Fluency Duty

Essential – Communication (Fluency Duty

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory Fluency Duty for public facing roles

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.