

Job summary

Role title: Tenancy Enforcement Officer

Department: Environmental Health

General description of role

This role will play an important role in ensuring landlord compliance with the Renters' Rights Act 2025 and other housing legislation. You will help safeguard tenants from unfair and poor practices such as illegal eviction, and enforce housing standards in the private rental sector, assisting residents to live safely and securely in their homes.

The position involves investigating complaints, conducting property inspections and providing specialist advice, advocacy, and casework support to tenants affected by relevant issues in the private rented sector.

It involves liaising with landlords and letting agents and taking enforcement action where necessary, in line with the Council's Enforcement Policies, to uphold tenants' rights and improve housing conditions. The role will focus on supporting private rented sector tenants and ensuring landlords comply with new legal requirements in relation to the Renters Rights Act 2025.

Key responsibilities of role

1. Investigate complaints from tenants regarding harassment or illegal eviction, incorrect use of grounds for possession, unsafe living conditions, rental discrimination or bidding, illegal rent increases, or other offences under the Renters' Rights Act 2025 and other housing legislation.
2. Provide comprehensive advice to tenants and landlords on their rights and responsibilities under housing legislation and advise landlords on how to develop best practice and comply with legislation.
3. Assist in disputes including eviction processes and rent arrears, providing tenancy rights advice to private sector tenants and landlords to resolve tenancy issues, including the use of formal enforcement where necessary.
4. Undertake inspections of residential properties or sites to assess conditions and produce Housing Health and Safety Rating Scheme assessments where deficiencies are found.

5. Refer tenants to other services and support, and provide advice as needed e.g. on applications for Rent Repayment Orders. Work with the Council's Housing Options team to identify and mitigate homelessness risks arising from private rented sector disputes or unlawful eviction attempts.
6. Conduct checks of private landlords to ensure registration with the Private Rented Sector database and the Housing Ombudsman Service, where appropriate and once these are active.
7. Carry out enforcement duties either alone or as part of a team, including collation and collection of evidence, preparing reports, drafting and serving formal notices and civil financial penalties, preparing cases for prosecution in the Magistrates' Court and attending court as a witness in line with our enforcement policy. Prepare files to defend appeals made to the First Tier Tribunal.
8. Communicate with residents, businesses and landlords, to advise them on the relevant legal provisions around private sector housing, using a variety of methods including face-to-face, via telephone, e-mail and in writing.
9. Communicate with external stakeholders, such as local councillors and Members of Parliament about the progress of cases or complaint investigations.
10. Liaise with other Council services such as Housing, Community Safety, Planning and Legal to achieve compliance and improved outcomes for residents. Consult and liaise with other agencies, for example the Fire Service and Building Control, over properties or sites being rented or subject to investigation or enforcement.
11. Manage a caseload independently in an environment of changing demand and emerging issues, escalating cases appropriately. Keep relevant parties informed and maintain up to date case records. Ensure data entered into the record systems is up to date for the mandatory government housing enforcement data returns.
12. Assist and support other members of the Environmental Health team to respond to and investigate complaints about conditions in private sector housing, dependant on relevant experience and qualifications and subject to service requirements. Work outside normal office hours, when necessary for the effective performance of duties.

Person specification

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Selection and Interview Criteria	Criteria importance E = Essential P = Preferred
Qualifications	
A good standard of secondary education i.e. literacy, numeracy etc.	E
Certificate of Competence in Housing Health and Safety Rating System.	P
A recognised qualification in the area of private sector housing or environmental health e.g. Degree in Environmental Health, qualification in housing enforcement or equivalent.	P
Other relevant academic qualification, such as a Degree in Law.	P
Experience and achievements	
Experience of dealing with members of the public in a front facing role.	E
Experience of carrying out inspections, dealing with service requests and delivering satisfactory solutions.	E
Experience of delivering advice, advocacy and casework.	E
Knowledge of private sector housing and tenancy relations legislation.	E
Enforcement experience in a private sector housing setting.	P
Experience in investigatory practice, preparing prosecution files and attending court/tribunals.	P
Local government experience.	P
Role required competencies and behaviours	
Excellent communication skills (verbal, written and presentation skills).	E
Investigative and analytical approach.	E
Ability to produce clear, concise reports.	E
Effective time management and ability to meet deadlines, including the ability to prioritise and work methodically, accurately and independently.	E
Effective negotiation skills, including the ability to handle adversarial situations in an effective and professional manner	E
IT literate (Word, Excel, PowerPoint, databases).	E
Ability to travel to meetings and venues around the borough to attend appointments. This would normally involve use of your own vehicle and holding a driving licence valid to drive in the UK.	E

Corporately required personal qualities and behaviours	
Innovative	E
Supportive	E
Flexible	E
Positive	E



Summary of employment package

Place of work	<p>The role will be primarily based at Town Hall, Reigate</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
Salary	<p>Graded Professional, the salary will be in the region of £35,445 - £50,916 per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
Duration of contract	<p>The contract will be offered on a permanent basis.</p>
Probationary period	<p>Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.</p>
Hours of work	<p>Hours of work are nominally 36 per week.</p>
Employment Benefits	
Flexible working	<p>Dependent on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs.</p> <p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.</p>
Annual leave	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>



Pension	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</p>
Training and development	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
Professional subscriptions	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.</p>
Car parking / Travel loan scheme / Cycle Purchase Scheme	<p>With hybrid working practices now in place for roles traditionally based at the Town Hall, we are able to offer access to parking. For now, everyone who works on site at the Town Hall can use a parking space for that day.</p> <p>We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets or a season car park pass and we offer a cycle purchase scheme up to the value of £2000 (eligibility rules apply).</p>
Employee discounts	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>



Other Conditions

Pre-employment checks	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none">• at least two satisfactory references• eligibility to work within the UK, and proof of your identity• evidence of relevant qualifications
DBS clearance	<p>Employment with the Council will also be subject to receipt of standard / enhanced Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.</p>
Paid work with another employer	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
Disclaimer	<p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p> <p>Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.</p>

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

