



Information pack for the post of
**Housing Standards Officer/Senior Housing Standards
Officer**

Job reference number 1323

Closing date: 16 October 2026 (noon)

Interview date: 4 November 2026

Guidance on completing the application form.

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

We understand that some applicants may use artificial intelligence (AI) tools to assist with preparing their applications. All submitted information, whether supported by AI or not, must accurately reflect the applicant's own skills, experience, and qualifications. Recruitment decisions will be based on how well applicants demonstrate these attributes during the interview and selection process.

Disclosure and Barring Service (DBS)

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:
www.gov.uk/disclosure-barring-service-check

Politically Restricted Post

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

Additional Clearance

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

Referees

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

Evidence of information provided in your application form

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

Equality and diversity

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

Eligibility to work in the UK

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail [**recruitment@spelthorne.gov.uk**](mailto:recruitment@spelthorne.gov.uk) with any queries.

You are also able to apply online using www.surreyjobs.info

surreyjobs.info
A revolution for Public Sector jobs in Surrey
www.spelthorne.gov.uk





Advert

Housing Standards Officer / Senior Housing Standards Officer

Salary £36,555 - £54,804 pa depending on experience plus Essential User Car Allowance

36 hours – Full time

About the role

We are looking for a motivated and knowledgeable Housing Standards Officer or Senior Housing Standards Officer to help improve housing conditions across the private rented sector. This is an important frontline role, working closely with colleagues in Housing Options and Environmental Health to protect residents, raise standards, support compliance and take robust enforcement action where required.

The successful candidate will investigate housing standards concerns, undertake property inspections, assess hazards using the Housing Health and Safety Rating System, support HMO licensing and regulation, and use a range of housing and public health legislation to secure improvements for residents. At Senior Officer level, you will also provide expert advice and guidance to colleagues and support the development of policies, procedures and service improvements.

What you will be doing

- Driving up standards in the private rented sector through proactive inspections, advice, investigation and enforcement.
- Responding to service requests and complaints relating to housing conditions, HMOs, public health matters and related housing standards issues.
- Carrying out HHSRS inspections and ensuring serious hazards are addressed in a timely and proportionate way.
- Preparing warning letters, statutory notices, schedules of work, evidence, statements and case files for enforcement action where needed.
- Working with tenants, landlords, letting agents, partner agencies and internal colleagues to secure practical and sustainable improvements.
- Supporting HMO licensing, compliance monitoring and associated enforcement activity.
- Maintaining accurate records, meeting performance targets and contributing to service development.
- For Senior Officer appointments, providing technical expertise, mentoring support and specialist advice to team members.

What we are looking for

We are seeking someone who is confident, organised and committed to improving housing standards and outcomes for residents. You will be able to manage a varied caseload, communicate clearly with a wide range of people, and make balanced, evidence-based decisions. You will need to be comfortable

working independently, dealing with challenging situations professionally, and using enforcement powers proportionately when informal resolution is not appropriate.

- A degree or equivalent qualification in a relevant subject area, such as housing, environmental health or a related discipline.
- A full UK driving licence and access to a car for work purposes.
- Excellent written and verbal communication skills, including the ability to produce clear reports, notices and correspondence.
- Strong customer care and interpersonal skills, with the ability to work constructively with residents, landlords and partner organisations.
- Good organisational skills, with the ability to prioritise competing demands and meet deadlines.
- Sound judgement and the ability to make rational decisions based on available evidence.
- Good IT skills and confidence maintaining accurate case records.
- Knowledge of housing standards legislation, HHSRS, HMO regulation and associated enforcement processes, appropriate to the grade applied for.
- Experience of housing standards, environmental health, regulatory enforcement or a related field is particularly important for appointments at M2 and Senior Officer level.
- For Senior Officer appointments, substantial relevant experience, strong technical competence and the ability to provide expert advice to colleagues will be required.

About you

You will bring enthusiasm for housing standards and environmental health, a commitment to high-quality public service, and a practical approach to solving problems. You will understand the importance of safe, healthy and well-managed homes and be motivated by the opportunity to make a positive difference to residents' health, wellbeing and quality of life.

We welcome applications from candidates who can demonstrate the required skills and experience, or the potential to develop into the role at the appropriate grade. We are committed to equality of opportunity and will make reasonable adjustments for applicants who need them.

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

Please note as part of the employment checks this post will be subject to a Basic Disclosure & Barring Service (DBS) check.

Please note that as part of the employment checks, this post has an essential car user allowance attached to it. A valid driving licence, and access to a vehicle insured for business use will be required.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

Local Government Reorganisation (LGR)

Spelthorne Borough Council is undergoing Local Government Reorganisation, moving from a two-tier system to two new unitary councils in April 2027. Please see more information here [Local government in Surrey is changing | Spelthorne Borough Council](#) and also [Future Surrey – Surrey LGR Hub](#)

Under Local Government Reorganisation, TUPE (Transfer of Undertakings Protection of Employment) consultation started on 28 September 2026 and will run until 20 November 2026.

Please note that the consultation covers all directly employed staff with a contract of employment on 1 April 2027 and if you are successful in your application, you will be notified how you can feed into the consultation process if applicable.

Thank you for your interest in our vacancy and we wish you well with your application.

Closing date: 16 October 2026 (noon)

Interview date: 4 November 2026

To apply please use the 'apply online' button.

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful. All shortlisted applicants will be contacted via email after the closing date.

Working towards equal opportunities

Strictly No Agencies

Job Description

Date Prepared:	August 2026		
Post Title:	Housing Standards Officer / Senior Housing Standards Officer		
Post Number:	2130	Grade:	6/M3
Service:	Environmental Health		
Section Head:	Senior Environmental Health Manager		
Report To:	Principal Environmental Health Manager (Residential)		
General Duties:	To work closely with the Housing Options team to proactively drive-up standards in the Private Rented Sector, including through robust enforcement and a range of legislation around Renter’s Rights and Housing standards.		

Essential Requirements

Housing Standards Officer - Scale 6 / M1 (£34,125 - £41,497): -

- Degree or equivalent qualification in a relevant subject area (e.g. diploma in housing or Environmental Health)
- Full UK driver's licence, and access to a car for work use

Housing Standards Officer - Scale M2 (£42,663 - £45,824): -

- As above; and
- Good knowledge and practical experience in applying Housing legislation in relation to private sector housing including HHSRS
- Good knowledge of HMO legislation, standards and HMO licensing

Senior Housing Standards Officer - scale M3 (£47,059 - £51,162): -

- As above; and
- At least two years relevant experience, plus an additional subject specific qualification (at diploma level 5 or above) in a relevant subject area. Or an

exceptional level of knowledge and experience in a relevant area of work

- Excellent working knowledge of all other relevant areas of work such that officer will be deemed fully competent to provide expert advice and assistance to other team members in relation to housing standards and HMOs in the absence or unavailability of the Principal Environmental Health Officer (Residential).

**General
Responsibilities:**

Equal Opportunities:

The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

GDPR:

The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

Health and Safety:

The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

Particular duties and responsibilities:

Housing Standards Officer

1. Lead work to drive-up standards in the Private Rented Sector, including through robust enforcement and a range of legislation around Renter's Rights and Housing standards.
2. Work closely with the Housing Options team to proactively address particular concerns with properties that might adversely affecting the health and wellbeing of residents, preventing households needing to be placed in temporary accommodation.
3. Drive robust enforcement, carrying out proactive visits and taking all necessary follow-up action as required by relevant policies, strategies, and procedures, including private sector and social housing and HMOs.
4. Undertake appropriate enforcement action as required and in line with the department's Enforcement Policy including preparing evidence for, and giving evidence in court, as necessary, the use of civil penalty notices, community warning letters/notice and other suitable sanctions.

5. Respond to reactive work including requests for the provision of advice and take all necessary follow up action as required by relevant legislation, policies, strategies and procedures including for private sector and social housing, HMOs and public health matters as appropriate.
6. Undertake risk assessment in accordance with HHSRS in relation to housing inspections and ensure that serious hazards are dealt with in a timely manner.
7. Assist the Principal Environmental Health Officer (Residential) in the development and review of policies and procedures associated with the work of the team.
8. Comment on reports prepared by outside bodies and indicate significance for the Council and assist on development of reports for committees where relevant to work.
9. Meet personal targets and performance standards within the allotted time.
10. Carry out such other duties as may be required by your line manager and senior managers as appropriate to your skills and to a level of responsibility, not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

Senior Housing Standards Officer functions

11. As above; and
12. Provide expert advice and assistance to other team members in relation to housing standards and HMOs.
13. Attending and presenting reports at relevant Committees meetings as required by the service.

Person Specification

Housing Standards Officer/Senior Housing Standards Officer Post Number: 2130

Key Job Requirements	Essential / Desirable	Testing Mechanism
1. Skills • Excellent written and verbal communication skills. • Excellent customer care skills. • Self-motivated and the ability to work with the minimum of supervision. • Good organisational skills and ability to prioritise workload • Ability to make rational decisions after consideration of all available information • Computer literate.	Essential Essential Essential Essential Essential Essential	App form/interview /test App form/interview App form/interview App form/interview Testing/ interview App form/interview
2. Experience • Experience in dealing with and enforcing Housing Standards legislation, including public health related matters. • Experience in dealing with and enforcement of private sector housing matters include the mandatory licensing of HMOs, HHSRS, housing enforcement, and related public health related matters. • Experience in dealing with members of the public • Experience of report writing. • Giving evidence in court/public enquiry	Essential Essential Essential Desirable Desirable	App form/interview /test App form/interview /test App form/interview App form/interview App form/interview
3. Knowledge • Knowledge of related legislation (social housing, private sector housing, antisocial behaviour, public health related matters, PACE, RIPA, and the legislation governing disclosure). • Ability to give technical advice concerning Environmental Health matters relating to housing matters (including housing defects). • Knowledge of HHSRS	Essential Essential Desirable	App form/interview App form/interview App form/interview

Person Specification

Housing Standards Officer/Senior Housing Standards Officer **Post Number: 2130**

Key Job Requirements	Essential / Desirable	Testing Mechanism
4. Qualifications - Degree or equivalent qualification in a relevant subject area (e.g. diploma in housing or Environmental Health) - Full UK driver's licence, and access to a car for work use	Essential Essential	Proof Proof
5. Personal Qualities - Enthusiasm for development in a career in Environmental Health or Housing Standards. - Good interpersonal skills - Ability to manage a heavy workload and prioritise to ensure that all targets/deadlines are met - Willingness to participate in specially arranged out of hours call out	Essential Essential Essential Essential	App form/interview App form/interview App form/interview App form/interview