

ROCHDALE BOROUGH COUNCIL

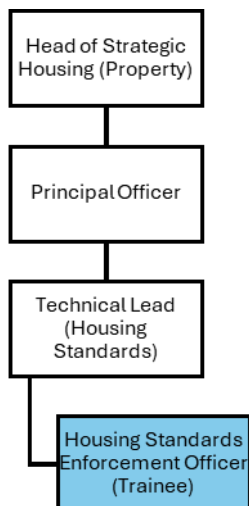
JOB DESCRIPTION

SERVICE:	Strategic Housing (Property)
SECTION:	Housing Standards Team
LOCATION:	Number One Riverside & Borough-wide
JOB TITLE:	Housing Standards Enforcement Officer (Trainee)
POST NUMBER:	TBA
Grade:	Grade 4
Accountable to:	Housing Technical Lead (Housing Standards)
Accountable for:	
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p> <p>Some out of hours working and attendance at evening meetings, which will be compensated for in accordance with local conditions of service.</p> <p>Casual user car allowance</p>

The complete term of this post is fixed for 3 years.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

1. To learn the role of a Housing Standards Officer (enforcement) and develop appropriate skills by undertaking and successfully completing the Local Authority Enforcement Resource Programme.
2. To support Housing Standards Officer to tackle poor housing conditions by assisting enforcement and advisory activities.
3. To help make a positive difference to the lives of residents by ensuring their homes are safe and decent.

Control of Resources

Personnel

Self

Financial

Responsible for working in accordance with the financial regulations and procedures of the Authority.

Equipment/Materials

Responsible for the safe, efficient and effective use of equipment and materials used by the post-holder and the proper maintenance of record systems.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

- Management and staff of the Strategic Housing Service (Property) & (People)
- Management and staff of other Services within the Authority

External

- Members of the public
- Management and staff of partner organisations
- Representatives of community groups, voluntary organisations and business community
- Staff of Government departments
- Staff and management of other Local Authorities and public
- Registered Provider partners
- Greater Manchester Combined Authority
- Local housing providers, managing agents and estate agents
- Local MPs
- Media
- Voluntary sector partners

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Strategic Housing at Rochdale Council:

Team principles to support the way we work as a service and to achieve this vision:

- We **build trust** in our service by delivering a consistent experience for everyone.
- We **work in solidarity** with colleagues and people, recognising and responding to the changing needs of our borough and services.
- We **achieve through taking shared responsibility** and challenging each other to continuously have a positive impact on people's lives.

Principal Duties

1. To undertake and successfully complete all required training, including the Level 4 Regulatory Compliance Officer apprenticeship standard (or equivalent) within Years 1/2 and an Advanced Professional Certificate (or equivalent) as required within an agreed period of time.
2. Following supervision and training, to appropriately apply technical knowledge and experience of housing standards to real world situations with a view to ensuring compliance with relevant minimum standards.
3. Following supervision and training, to assist with and take appropriate formal and informal enforcement action, and give advice, to achieve good housing outcomes, in line with relevant council policies and procedures.
4. Following supervision and training, to assist and participate in inspections and assessments, including collating and acquiring relevant evidence, conducting interviews, issuing warnings and notices, to facilitate the fair and proportionate use of enforcement powers and, where necessary, to secure positive outcomes from all subsequent legal proceedings.
5. Following supervision and training, to assist and conduct basic investigations and to assist in the preparation and collation of detailed case and prosecution files and where appropriate attend Court, Tribunals and Public Inquiries and present necessary evidence. Where appropriate give support to witnesses/victims.
6. To maintain accurate records, including of all relevant investigations, inspections and meetings, and prepare briefings.
7. To build an understanding of relevant policies and ensure all duties are undertaken in full accordance with them, ensuring that all relevant financial and statutory matters are dealt with promptly.
8. To develop an understanding of relevant emerging trends or patterns which may affect the service or need to be addressed at a policy or strategic level, and to escalate them
9. To learn, develop and maintain knowledge and expertise of relevant and current legislation relating to private sector housing including any changes, best practise and consultations.
10. To work closely with partners to solve problems, including other departments, bodies and agencies, and the voluntary and community sector; giving advice and assistance and developing the ability to provide technical support to internal and external colleagues.
11. To manage own allocated workload effectively including, where appropriate, working outside normal hours.
12. To attend relevant meetings with other council services, or outside bodies as required, to promote service objectives.
13. To develop communication skills to enable appropriate and effective communication with all stakeholders to ensure their understanding, engagement and involvement with relevant work programmes and projects including providing technical information relating to the apprentice officer's area of work that is accessible and understandable.
14. To provide support and undertake such additional duties that may arise appropriate to the delivery of the service and as are reasonably commensurate with the level of the post.
15. To take a full and active role in the implementation of own training and personal development.
16. To contribute to and demonstrate a commitment to relevant council policies and initiatives.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by S.Morris Date 10.11.2025

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

Service Director _____ Date _____

**Rochdale Borough Council
Person Specification**

Service :	Strategic Housing (Property)	Post:	Housing Standards Enforcement Officer (Trainee)
Section :	Housing Standards	Post No:	
Job Ref:		Grade:	4

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1 Attendance at evening or weekend meetings, as directed, will be expected for which compensatory leave will be given in accordance with the local scheme.	E	AFIA
2 Willingness to undertake and participate in training and development activity.	E	AFIA
3 Please confirm you are willing and able to travel in the course of your duties for which appropriate allowances will be paid.	E	AFIA
(b) Qualifications and Experience		
4 Five GCSE passes, including English and Maths (or equivalent)	E	AFIA
5 Experience of working with members of the public	E	AFIA
6 Experience of resilience in tough situations	E	AFIA
(c) Skills and Knowledge		
7 Understanding that Councils are responsible for enforcement against landlords who break the law	E	AFIA
8 Awareness of the impact that bad housing can have on people's lives and health	E	AFIA
9 Good verbal and written communication skills including the ability to communicate appropriately with people who are distressed or under stress	E	AFIA
10 Able to have difficult conversations and be assertive in a way that is appropriate, fair and proportionate	E	AFIA
11 Able to gather and analyse information and evidence from a wide range of sources and keep accurate records	E	AFIA
12 Good literacy, numeracy and digital skills	E	AFIA
10 Able to travel to and access all areas of the local authority area in a timely manner. This will include inspecting a range of buildings and properties such as accessing loft spaces and	E	AFIA

	uneven ground		
11	Able to work independently and in a team	E	AFIA
12	Able to manage own workload	E	AFIA
(d) Behaviours and Values			
13	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I
14	<p><u>Strategic Housing Service Principles</u></p> <ul style="list-style-type: none"> • We build trust in our service by delivering a consistent experience for everyone • We work in solidarity with colleagues and people, recognising and responding to the changing needs of our borough and services • We achieve through taking shared responsibility and challenging each other to continuously have a positive impact on people's lives 	E	AF/I
15	Self-motivated to study, develop career and achieve	E	AF/I
16	Interested in helping people by improving the standard of housing	E	AF/I