

Tenancy Relations Enforcement Officer

Service	Reporting to	Location	Grade
Housing Options	Principal Officer	Salford Civic Centre, Swinton	3C

About the role

- Assist Principal Officers, Principal Manager and Head of Service in developing, maintaining and delivering statutory services in regard to Housing Acts, the Prevention from Eviction Act 1977 and the Renters Rights Act 2025.
- Provide advice, support and mediation with landlords and tenants in the private rented sector. Ensure prescribed legal processes are followed, and signpost tenants to appropriate agencies.
- Positively work alongside landlords, including education around responsibilities and compliance, raising awareness
- Undertake appropriate enforcement to meet the legal requirements of the Housing Act 1988, the Prevention from Eviction Act 1977 and the Renters Rights Act 2025.
- To take appropriate formal and informal action to ensure compliance with relevant minimum standards and promote improvement and the adoption of best practice by stakeholders through advice, persuasion, negotiation and enforcement, in line with the Council's Enforcement and Prosecution Policy and Scheme of delegation.
- Maintain a caseload of complex cases. Compile evidence, maintain accurate notes, take statements & interview under PACE guidelines, prepare casefiles, attend to give evidence at Civil and Criminal Courts. Actively monitor Section 8 notices issued by landlords to ensure compliance under the Housing 1988 and the Renters Rights Act 2025 and take appropriate enforcement action.
- Provide notices of intent and issue Civil Penalties to relevant parties where there is a prima facie evidence that a relevant housing offence or breach may have been committed and issuing cautions & warnings where appropriate.
- Work alongside Salford Homelessness Prevention Team, Regulatory and Enforcement teams, Salford Property Link, the authority's legal teams and other council teams and

external partners. Build and maintain relationships with external partners relevant to the role and the private rented sector such as charities, police etc.

- Determine if eviction grounds are defensible in court, advise tenants of suitable courses of actions and support applicants with the court defence process & working with third parties to support tenants.
- Supporting tenants with tribunal applications in regard to Section 13 rent increase if appropriate, and other courses of actions available to tenants.
- Be the main point of contact regarding complaints of harassment & illegal eviction. Investigate and enforce legislation where and when necessary.
- Monitor deposits paid by the authority to landlords as part of grant/incentive schemes.
- Keep up to date with legislation & caselaw relevant to the post. Take a full and active role in the implementation of own training needs and personal development.
- Assist in the development and updating of relevant policies, processes and procedures around the Renters Rights Act.

Key outcomes

- Successful sustainment of tenancies in the private rented sector with issues around harassment and illegal eviction resulting in increased levels of homelessness prevention and reductions in the use of temporary accommodation and the costs associated with its use.
- Positive action leading to non-repeat of offences from landlords.
- Mediation and educating leading to awareness of landlords in regard to legislation to prevent offences.
- Successful enforcement action and utilisation of Civil Penalties where appropriate.

What we need from you

- To model and demonstrate our values and behaviours
- Possess appropriate experience, knowledge, technical ability and training in regard to enforcement
- Have the interpersonal skills to mediate between tenants and landlords and have the ability to be assertive in a way that is appropriate, fair and proportionate.
- Possess the literacy, numeracy and digital skills to a high standard to instigate legal proceedings when necessary.
- The ability to develop and maintain positive working relations with other council teams and external partners including working to policy.

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What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

Tailored Development

Working with you, we will identify any specific development needs attributable to the role and put in place the necessary training & development opportunities to ensure that needs are met.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by: Steven Barnett

Date: 12/03/2026

Job code:

Job score:

Date of evaluation:

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