

Trainee Housing Standards Enforcement Officer

Role Profile

Service: Housing Standards – Place Directorate
Band: Band 1 – SCP 3 (year one) | Band 2 – SCP 4 (year two) | Band 4 – SCP 12 (year three)
Reporting to: Housing Standards Team Leader
Responsible for: No direct reports



TRAFFORD
COUNCIL

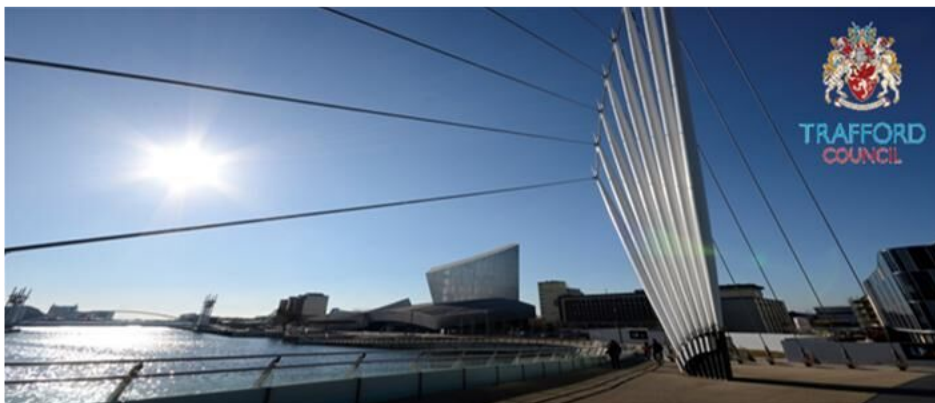
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

You will play a key role in supporting the Council's Housing strategy whilst ensuring an EPIC service is being delivered through the effective performance of the team. This role will also support the development and delivery of a number of homelessness strategies and policies.

Your Main Priorities

- Working in a supported learning environment to develop the skills and knowledge that will assist in completing:
 - Level 4 Regulatory Compliance Officer apprenticeship (approximately 18 months); and
 - Level 5 Diploma in Housing Regulation (approximately 1 year)
- Participating in a development programme (on-site and off-site) in order to meet the learning objectives of the apprenticeship/training programme in a timely and professional manner. Completing a learning plan on time, which will include passing exams, submitting workbooks and providing evidence of continuous personal development.
- Working closely with your learning provider and developing positive relationships with a wide range of colleagues and key stakeholders.
- Supporting enforcement officers to tackle poor housing conditions by assisting enforcement and advisory activities.
- Helping to make a positive difference to the lives of residents by ensuring their homes are safe and decent.

Key duties

Band 1 – Band 2 (Years One & Two)

- Undertake and successfully complete all required training, including the Level 4 Regulatory Compliance Officer apprenticeship standard within the agreed period of time.

- Learn the technical knowledge and skills required to ensure housing standards comply with relevant minimum standards and take appropriate enforcement action
- Assist the team to take appropriate formal and informal enforcement action and give advice.
- Assist the team to conduct inspections and assessments and take appropriate follow-up action to secure improved housing standards.
- Maintain accurate records which meet GDPR and statutory requirements.
- Build an understanding of relevant policies and best practice within the sector.
- Build productive professional relationships and be a team player.
- Attend and represent the council at relevant meetings.
- Learn and develop communication skills to enable appropriate and effective communication with a range of audiences, including learning to be assertive in a way that is appropriate, fair and proportionate.
- Provide support and undertake such additional duties that may arise as needed for the delivery of the service that are appropriate to the grade of the role.

Band 4 (Year Three)

- Undertake and successfully complete all required training, including the Level 5 Diploma in Housing Regulation within the agreed period of time.
- Following supervision and training, appropriately apply technical knowledge and experience of housing standards to real world situations with a view to ensuring compliance with relevant minimum standards.
- Following supervision and training, assist with and taking appropriate formal and informal enforcement action, and provide advice to achieve good housing outcomes, in line with relevant council policies and procedures.
- Following supervision and training, assist with and participate in inspections and assessments, including collating and acquiring relevant evidence, conducting interviews, and issuing warnings and notices to facilitate the fair and proportionate use of enforcement powers. Where necessary, secure positive outcomes from all subsequent legal proceedings.
- Following supervision and training, assist with and conduct basic investigations and 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.
- Maintaining accurate records, including of all relevant investigations, inspections and meetings, and prepare briefings.
- 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.

- 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.
- Learn, develop and maintain knowledge and expertise of relevant and current legislation relating to private sector housing including any changes, best practice and consultations.
- 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.
- Manage own allocated workload effectively including, where appropriate, working outside normal hours
- Attend relevant meetings with other council services, or outside bodies as required, to promote service objectives.
- 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.

About You

Qualifications and Professional Development

Band 1 – Band 2 (Years One & Two)

- Five GCSEs grades 9 to 4 (grades A-C), including English and Maths (or equivalent)
- Commitment to your own professional development

Band 4 (Year Three) – in addition to above

- Level 4 Regulatory Services Officer apprenticeship

Experience and Knowledge – Band 1 - Band 4 (Years One - Three)

- Experience of working with members of the public
- Experience of resilience in tough situations
- Awareness of the Councils' responsibility for enforcement against landlords who break the law

- Awareness of the impact that bad housing can have on people’s lives and health

Skills and abilities

Band 1 – Band 2 (Years One & Two)

- Customer-focused approach to all tasks undertaken
- Ability to prioritise workload to ensure delivery is achieved within timescales set
- Plenty of initiative and an innovative approach to problem-solving
- Ability to build good working relationships with people to enable achievement of the team’s objectives
- High level of written and spoken communication skills
- Competent ICT and numeracy skills
- Tact and Diplomacy
- Effective organisational and planning skills

Band 4 (Year Three) – in addition to above

- Ability to analyse information and evidence from a range of sources
- Able to have difficult conversations and be assertive in a way that is appropriate, fair and proportionate
- Initiative and an innovative approach to problem-solving

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- Carry out such duties outside normal working hours as may be required by the nature of the service
- Flexible to work at any administrative site within the Borough as required

Date prepared/revised	2023 Updated 10/10/2025 (Amalgamated into single role profile)
Prepared/revised by	GMCA / S Eckersley / L Shellabear / R Pollard
Job Evaluation	Based on existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.