
Your job

Job Title: Housing Standards Officer

Service: Housing Strategy, Regulation, Voice & Engagement

Grade: G7

Reporting to: Environmental Health Officer – James Grace

This is an exciting opportunity for an enthusiastic and motivated individual to join our forward-thinking Housing Standards Team and play a key role in improving housing conditions across the Borough. As a Housing Standards Officer, you will help ensure that residents have access to safe, healthy, and well-managed homes, making a positive contribution to the health, wellbeing, and quality of life of our communities.

Working as part of a proactive and innovative team, you will be responsible for helping to regulate standards within the private rented sector, ensuring landlords and property owners meet their legal obligations and that housing conditions comply with relevant legislation.

The role requires excellent communication and customer service skills, as you will work closely with a wide range of customers and stakeholders, including private tenants, landlords, letting agents, developers, businesses, and partner agencies. You will provide advice, guidance, and support while building positive relationships that encourage compliance and improve housing outcomes.

You will also contribute to the investigation and enforcement of poor housing conditions, rogue landlords, and the criminal use of residential properties. By applying a range of housing and environmental health legislation, together with innovative and intelligence-led approaches, you will help protect vulnerable residents, improve neighbourhoods, and support the Council's wider objectives for safe and sustainable communities.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Lead on the inspection and regulation of properties within the private-rented sector.
- Investigate complaints /service requests to identify any legislative breaches, in a timely and appropriate manner, including serving legal notices as dictated by legislation.
- Undertake enforcement action, including programme and reactive initial inspections, drafting of notices, carrying out works in default, initiating prosecutions and building evidence files to support the use of civil penalties.
- Inspect properties to assess housing standards and for any other purpose appropriate to the aims of the service.
- To liaise and negotiate with landlords/owners and tenants to achieve improvements to and maximise the housing stock.
- Maintain records and evidential notes, prepare correspondence and reports as required. Work within the scope of both the Police and Criminal Evidence Act and the Criminal Procedure Investigations Act
- Keep up to date with developments in relevant legislation and good working practices.
- Work with statutory organisations, other enforcement authorities, interested parties and other groups, as required to fulfil the functions of the team.
- Work with internal and external partners to maximise outcomes for residents.
- Undertake such other duties appropriate to the grade and character of the work as may be required within the Directorate. The postholder will be expected to work at or from any base or a combination of bases within the Borough as required by operation / necessity

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Hold a recognised qualification in a relevant field such as enforcement, environmental health, property compliance or significant relevant experience which demonstrably equips the person to perform the functions of the role.
- Experience with the Housing Health and Safety Rating System, gas and electrical safety awareness and Minimum Energy Efficiency Standards.
- Good knowledge of issues relating to housing standards, environmental health and other regulatory functions. An understanding of criminal enforcement and applicable legislation is desirable.
- Experience of investigating complaints and legislative breaches.
- Experience of building files for legal proceedings.
- Strong interpersonal skills and the ability to work effectively with other colleagues, businesses, residents and partners.
- Good written and verbal communication skills including the ability to draft letters, notices, schedules and reports.
- Good planning and organisational skills, including prioritisation and self-monitoring of workload to ensure optimum efficiency and effectiveness of the team.
- Ability to work flexibly in line with business demands. This may include weekends and/or evening work.
- Ability to carry work related, portable equipment, some of which may be relatively bulky and/or heavy
- Holds a current valid driving licence or can demonstrate the ability to travel as required using own or public transport in the most effective manner.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

Our Culture

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

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”