Your job

Job Title: Investigative Support Officer – Housing Standards

Service: Housing Strategy, Regulation & Improvement

Grade: G6

Reporting to: James Grace – Environmental Health Officer

This post provides dedicated support to the Housing Standards Team in assisting with the investigation and enforcement of private sector housing matters across the borough. The role will support Housing Standards Officers in delivering statutory functions under housing legislation by undertaking post-inspections, assessing compliance with enforcement notices, investigating housing complaints, and preparing evidence to support formal enforcement action.

The postholder will assist in monitoring compliance with Improvement Notices, Prohibition Orders and other interventions, gathering evidence and maintaining accurate case records. They will support the preparation of civil penalty and financial penalty cases, including evidence gathering, witness statements, schedules of works and legal case files.

The role will also involve investigating defects and disrepair affecting neighbouring properties, liaising with occupiers, landlords, managing agents and owners to secure appropriate remedial action. The postholder will use available intelligence and investigatory tools to identify responsible persons, trace owners where necessary and support wider enforcement activities undertaken by the Housing Standards Team.

You will have a good working knowledge of housing legislation, enforcement procedures and case file management. You will contribute to intelligence gathering, ensure information is shared appropriately with partner agencies and Council services, and support the delivery of effective, proportionate and outcome-focused enforcement.

The successful candidate will be enthusiastic, self-motivated and capable of working independently and as part of a team. You will be organised, able to manage a varied caseload, undertake lone working and use your initiative to resolve problems, improve processes and support the Council's aim of raising housing standards and protecting residents from poor housing conditions

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) 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:

- Undertake post-inspections of residential properties to assess compliance with statutory notices and other enforcement interventions, recording findings and supporting further enforcement action where necessary.
- Support the preparation and recovery of costs associated with Housing Act 2004 enforcement activity, including civil penalties, financial penalties, notice charges and works in default.
- Use available intelligence systems and investigatory tools to gather, analyse and record information to support housing standards investigations, enforcement activity and the resolution of complaints relating to private sector housing conditions, including defects affecting neighbouring properties.
- Maintain accurate records of investigations and inspections to ensure information produced can be relied upon to demonstrate performance and delivery.
- Assist in the case preparation and logistical arrangements of inviting individuals in for formal PACE interviews where necessary.
- Assist in the preparation of evidence for legal proceedings on regulatory and criminal offences.
- Obtain evidence relevant to offences being investigated where necessary.

- Assist in the investigation of cases and manage risk, involving assessment, planning and delivery of interventions in order to protect the safety and well-being of residents.
- Support the development of a strong culture of collaboration within the team and with key stakeholders, working flexibly and encouraging and supporting others to do the same to ensure the consistent delivery of high quality, efficient and effective operational services.
- Coordinate work in default where necessary and take the necessary steps to recovery the debt associated with this work.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

On an ongoing basis you will:

- Liaise with Housing Enforcement colleagues, and the Council's Legal Team, helping to prepare a case file of evidence to be considered for potential criminal prosecution. Support with interviews of the accused persons conducted under the Police and Criminal Evidence Act 1984 (PACE).
- Work collaboratively with a range of Council teams and partners to provide the most appropriate outcomes for residents and partners.
- Keep up to date on legislation relevant to the role, through attending the relevant training courses and liaising with partners, including landlord/letting agent trade bodies.
- Monitor and complete budgetary reports to managers.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
- Coordinate intelligence gathered to help identify areas of risk to both the Council and the community.
- Monitor internal and government databases for compliance of legislation.
- Use all available sources to help identify offences relevant to the role.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSEs Grade C or above including English Language and Mathematics or equivalent relevant qualifications which demonstrate literacy and numeracy.
- Experience of working with customers in a front-line capacity and ideally with private landlords/letting agents.
- Experience of budgets and income/expenditure.
- Good Knowledge of investigatory requirements and evidence gathering.
- Knowledge of the private rented sector and the challenges in relation to demand, affordability and the management of properties.
- An awareness of housing legislation, policies and procedures, key operational issues and good practice relevant to the sector, with the ability to understand and apply pertinent legislation – such as the Housing Act 1988 and 2004, and the Protection from Eviction Act 1977 – within your role.
- Experience or good knowledge of working under Police and Criminal Evidence Act 1984.
- Knowledge of Regulation of Investigatory Powers Act 2000
- The ability to respond and adapt quickly to emerging legislation and changes in policy.
- Have proven influencing and negotiating skills which lead to successful outcomes.
- Excellent interpersonal skills which allow you to quickly establish relationships and build trust across a range of customers, partners and stakeholders.
- The ability to raise awareness of, and assert, best practice within the sector to both private tenants and landlords, encouraging both parties to act responsibly and fulfil their obligations.
- The resilience to deal with difficult situations and challenging behaviours, with an ability to take ownership of problems, to use initiative and to actively seek solutions wherever possible.
- The ability to work flexibly in line with the demands of the service and to plan and prioritise workload to meet deadlines.
- Excellent approach to customer care when dealing with customers, landlords and other stakeholders.
- A desire to deliver the best outcomes for a range of customers.
- Strong communication skills, both written and verbal.

- Strong administration and organisational skills, with excellent attention to detail.
- Good general IT skills.
- Current valid driving licence with the ability to travel as required using own transport.

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."