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## Your job

**Job Title: Housing Standards Officer**

**Service: Housing Strategy, Regulation, Voice & Engagement**

**Grade: G7**

**Reporting to: Environmental Health Officer – James Grace**

The Private Rented Sector (PRS) continues to play a key role in meeting housing need across the borough. Within this, Houses in Multiple Occupation (HMOs) represent a higher-risk part of the housing stock and require a targeted, proactive approach to ensure safety, compliance and good management standards.

You will play a lead role within the Private Sector Housing Standards Team in delivering the Council's HMO licensing, compliance and enforcement functions. This will include responsibility for ensuring that HMOs are appropriately licensed, managed and maintained in accordance with relevant legislation and local policies.

You will work closely with landlords, managing agents and tenants to improve standards in HMOs, using a combination of advice, support and formal enforcement where required. You will also contribute to the identification of unlicensed HMOs and support intelligence-led interventions to tackle non-compliance and rogue operators.

As a Housing Standards Officer specialising in HMOs, your primary focus will be the inspection, regulation and enforcement of standards within HMO properties, alongside supporting wider private sector housing enforcement activity where necessary.

You will have good technical building knowledge that will enable you to investigate complaints regarding housing standards.

## **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.

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## **In this job you will:**

On an ongoing basis you will:

- Lead on the inspection and regulation of Houses in Multiple Occupation (HMOs), including assessing compliance with licensing conditions, management regulations and safety requirements.
- 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

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## **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

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## 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.

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