

## Role profile

# Senior Private Sector Housing and Enforcement Officer

### Our values:

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

<b>Service</b>	Customer and Community Services – Private Sector Housing
<b>Reports to</b>	Private Sector Housing Manager
<b>Job family</b>	Professional and Technical
<b>Grade</b>	H
<b>Political restricted?</b>	N
<b>DBS required?</b>	N
<b>Date</b>	January 2026
<b>JE Code</b>	JE2766

## Key deliverables

<b>1</b>	To manage and develop a team of professional officers to deliver outstanding performance, high customer satisfaction, and value for money. To deputise for the Private Sector Housing Manager at relevant forums and support them in the management of the service in accordance with Council policy and service plans.
<b>2</b>	To undertake robust investigations into the condition of properties within the private sector, ensuring properties meet minimum health and safety and energy efficiency standards. To undertake reactive and proactive inspections in accordance with HHSRS and other legislation, taking the lead on any high risk and complex cases, and taking the appropriate course of action to address identified hazards and regulatory breached.
<b>3</b>	To undertake robust enforcement action as required to achieve compliance with all legislation relevant to the regulation of the private housing sector. To ensure notices produced by the team are accurate and served in accordance with statutory requirements and to serve and enforce legal notices including imposing and enforcing civil penalty notices.
<b>4</b>	Prepare reports and statements of evidence for legal proceedings. Attend and give evidence at tribunals, magistrate's, crown and coroner's court when required and to act as the Councils' expert witness.
<b>5</b>	To proactively work to identify HMOs that may require a license or compliance with safety standards and HMO management regulations. To effectively deliver the HMO licensing scheme ensuring it is applied correctly and taking prompt legal action when breaches are identified.
<b>6</b>	To undertake investigations into empty properties utilising all available resources and where necessary using appropriate and proportionate enforcement action to bring

	empty properties back into use. Ensuring where possible that properties feed into the Council's schemes to assist in reducing homelessness.
<b>7</b>	To lead on specialist areas of work in accordance with the specialisms allocated to the team and or specific projects, and to monitor the outcome in line with the agreed project plan.
<b>8</b>	To assist with the development of policy and the training, development and support of less experienced colleagues within the team.
<b>9</b>	To ensure that private sector housing complaints and councillor enquiries are recorded and dealt with in accordance with the Council's policies and legislative framework.

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

## **Essential requirements** Key skills, expertise, and qualifications

<b>1</b>	A relevant Environmental Health or Housing qualification or equivalent demonstratable knowledge and experience in an Environmental Health, Housing or an equivalent enforcement role.
<b>2</b>	Working knowledge or competency of the Housing Health and Safety Rating System (HHSRS) and legal framework. Must hold a HHSRS certificate.
<b>3</b>	Able to demonstrate people management skills and ability to forward manage the workload of a small team. Ability to identify issues and develop future operational plans.
<b>4</b>	Evidence of success in investigating serious and complex cases under the relevant legislation for regulation of the private housing sector.
<b>5</b>	Competency or experience in analysing, interpreting and explaining legislation and technical information, with the ability to adapt communication style to suit different situations.
<b>6</b>	Able to prepare detailed schedules and notices for enforcement action required and manage a varied and complex workload, working to deadlines and targets.
<b>7</b>	Experience in managing and evaluating risk dynamically, employing professional curiosity, complex decision making and working independently.
<b>8</b>	Demonstrate an understanding of and ability to implement Government and Council policies, objectives, plans, priorities, and legislation.
<b>9</b>	Lone working will be a frequent requirement of the role and all staff must work in accordance with the Council's lone working procedures. Lone working may be in contentious situations.
<b>10</b>	Able to attend meetings, internal and external to the Council, with stakeholders, which may involve working outside of normal working hours.
<b>11</b>	A valid UK driver's licence and access to own vehicle.

## **Job family**

# **Professional and Technical (Grade H)**

### **Colleague expectations**

- Be professional at all times
- Work together for the good of the team, city council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

### **Manager expectations**

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### **Role characteristics**

At this level roles will have many day-to-day professional, technical and management issues to deal with but must also take a longer-term view of the service sector they support, assessing its changing needs and demands and making significant contributions to resource planning. This will see job holders dealing with serious issues without recourse to managers and making autonomous decisions based upon their specialist knowledge and dedicated experience.

### **The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on the job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs at this level will use a range of equipment requiring precision in their use and handling.

### **Thinking, planning and communication**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams' composition, approach and operating procedures in accordance with wider service goals mandated by service management.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

### **Decision making and innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams' detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

### **Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of city council services, finance or other major asset(s).

## **Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.