

NEIGHBOURHOODS



Rushcliffe

JOB DESCRIPTION

Technical Officer (Private Sector Housing)

Grade LS 14/12	Post No. TBC
Responsible to	Principal Officer (Environmental Protection / Private Sector Housing)
Job objective	<p>To facilitate and provide advice, support and mediation services to private and housing association tenants and landlords, ensuring compliance with housing legislation including the Renters Rights Act 2025.</p> <ul style="list-style-type: none"> • To take appropriate enforcement action under the Renters Rights Act 2025, Protection from Eviction Act 1977, Landlord and Tenant Act 1985 and Housing Act 1988. • To work to help prevent homelessness wherever possible. • To make referrals to the Council's Housing Options Team as appropriate. • To support the Private Sector Housing Officers with enforcement of the Housing Act 2004 and other legislation as required.
Main duties and responsibilities	1. Investigating complaints about harassment, illegal eviction or discrimination and enforcement of housing legislation
	2. To provide comprehensive advice to tenants and landlords on their rights and responsibilities under housing legislation and to advise landlords on how to develop best practice and comply with legislation. To assist in disputes including eviction processes and rent arrears.
	3. To respond to complaints from tenants about harassment, illegal eviction or discrimination (especially in relation to Renters Rights Act) and to investigate and gather evidence in relation to reported cases of tenant harassment and illegal eviction and take appropriate action to assist the tenant in maintaining their rights under Housing legislation.

OFFICIAL

	4. To directly intervene and successfully support tenants suffering from harassment & illegal eviction. To undertake criminal investigations, prepare prosecution files and attending court/tribunals. To serve civil penalty notices where breaches of the legislation have been proven.
	5. To monitor and enforce compliance with housing legislation including the Housing Act 1988, Landlord and Tenant Act 1985, Protection from Eviction Act 1977 and Renters Rights Act 2025.
	6. To organise and deliver workshops and training sessions for stakeholders, landlords and tenants on best practices and legal requirements. Develop informational materials and resources to educate the community about tenancy rights and responsibilities, particularly with the new Renters Rights Act.
	7. Maintain accurate records of all cases and interactions, ensuring confidentiality and data protection compliance.
	8. Build and maintain relationships with external organisations, including legal advisors, housing charities and local support groups.
	9. To represent the organisation at meetings, forums, and events related to housing and tenancy issues.
	10. Monitor changes on housing legislation and guidance.
	11. To advise landlords, tenants and owner occupiers about financial assistance available to deal with housing repairs, renovation and disabled adaptations.
	12. Where appropriate, to assist tenants and/or the Housing Benefits Officers in applying for rent repayment orders where landlords have been convicted of qualifying offences.
	13. To monitor the government's landlord database to ensure local landlords are registered correctly and certificates submitted are in date.
	14. Take enforcement action where landlords are found to not be registered on the landlord database.
	15. Educate and inform landlords of their responsibilities to register on the landlord database.
	16. To monitor the government directed landlord ombudsman scheme (s) to ensure that landlords are registered with one of the schemes.
	17. Take enforcement action where landlords are found to not be registered with a landlord ombudsman.
	18. To assist the Principal Officer by ensuring data entered into the record systems is up to date for the mandatory government PSH enforcement data returns.
	19. To carry out inspections, investigations and detailed surveys of private sector residences in response to enquiries from the occupants.
	20. To hazard assess properties using the Housing Health and Safety Rating System (HHSRS), (a system prescribed under Housing Act 2004).

OFFICIAL

	21. To interpret the results of the HHSRS assessment and decide on an appropriate course of action to deal with each hazard identified.
	22. To write reports, detailed schedules of work and letters to inform the landlord about works required or actions to be taken to comply with The Housing Act 2004, the Housing and Planning Act 2016 and other relevant pieces of legislation and guidance.
	23. To draft appropriate, accurate and articulate enforcement notices which give clear instruction to the recipient and are not open to interpretation and follow statute. To serve the notices according to the legislation and guidance and in accordance with the level of delegated authority given to the post holder.
	24. To monitor the progress of any improvements, changes, raising of standards, which occur as a result of previous inspections and action. To negotiate with the landlord regarding timescales for completing remedial works and methods for carrying out these works.
	25. To take appropriate enforcement and prosecution action as required and within the authorisations delegated to the post holder. This involves establishing whether an offence has been committed, interviewing the offender under the Police and Criminal Evidence Act conditions (recorded interviews), preparing a case for Legal Services to take to court, writing a witness statement and gathering statements from any other witnesses, attending court to give evidence.
	26. To assist the Principal Officer to set and maintain appropriate standards of professional performance and conduct and safe working practices.
	27. To attend meetings with peers, Councillors, Officers, other professionals/organisations and the public, as required or directed.
	28. To actively participate in landlord and tenant engagement events (e.g. Landlord Forum).
	29. To keep up to date with legislation and guidance and maintain comprehensive knowledge of the law and policy options relevant to the field of work.
	30. To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.
	31. To carry out such other duties as may be required from time to time within the scope of the post and/or as designated by Assistant Director for Public Protection or Executive Director for Neighbourhoods

Approved By Assistant Director for Public Protection (Neighbourhoods)

12 February 2026

OFFICIAL

Note:

This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the postholder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and requirements associated with and covered by the grading of the post. Management have the right to vary the duties after consultation with you.