



Housing Regulation Officer Apprentice

Salary: Band 5 - 7 - £26,473 - £36,363 p.a.

Hours per week: 37

Location: Civic Offices, Portsmouth

Contract type: Fixed Term Contract for duration of apprenticeship qualification (24 months including end point assessment time)

Portsmouth City Council is excited to offer an opportunity to help you begin your regulatory career!

We have a brilliant opportunity to join our Private Sector Housing service and support them in delivering its functions regarding the Licensing of Houses in Multiple Occupation (HMOs), the regulation of the private rented sector and tackling empty properties across Portsmouth.

You will be part of the Housing Regulation licensing team within the Private Sector Housing service for Portsmouth City Council, delivering responsive and effective services to anyone who approaches the city council needing help regarding their home. This includes the delivery of statutory functions relating to housing standards and licencing of HMOs.

The aim of our service is to:

- Provide help and advice to make homes liveable, safe and healthy.

You will complete a Level 4 Regulatory Compliance Officer apprenticeship alongside your day-to-day role and will be fully supported.

What is the role?

The Housing Regulation Officer Apprentice is there to support landlords and tenants in ensuring their homes are safe, liveable and healthy, as well as carrying out enforcement activities when landlords do not comply. Officers must consider all options when determining the most suitable course of action.

Regard must be given to legislative duties, statutory duties, and the council's private rented sector strategy.

The duties of the role will include:

- Receive, assess and where necessary action, customer queries and concerns relating to the licensing of Houses of Multiple Occupation in the private rental sector.
- Carry out reactive, routine or proactive visits to HMOs and, undertake risk assessments using relevant legislation.
- Making appropriate intervention choices to have the greatest impact on supporting landlords and tenants and ensure compliance, always aiming to keep the tenant in their home wherever possible.
- investigate complaints in respect to statutory duties or regulations.
- carry out inspections and monitoring as required to ensure that actions are undertaken, and outcomes are achieved.
- Ensure that health and welfare of tenants is maintained in accordance with legislation and, where applicable, the needs of any licence.

- Ensure that legislation and local policy regarding HMOs is adhered to, providing information on licence conditions where appropriate, and monitoring compliance with these conditions.
- Provide advice, guidance and assistance to customers contacting the service ensuring regulatory compliance through education and advice.
- Take enforcement action, where required using a wide range of interventions including advice and guidance, formal letters and notices, and where necessary preparing for cases which may go to tribunal or court. On occasions this may include attending court to give evidence.
- Using professional judgement to make decisions on the best course of action, while dealing with potentially confrontational situations with landlords and tenants assertively.
- Commit to the continual development of the service and personal professional development.

Additionally, the role will:

- provide advice, guidance and assistance to householders and tenants contacting the service ensuring regulatory compliance through education and advice.
- take enforcement action, where required and preparing for cases which may go to tribunal or court. In rare occasions this may include attending court to give evidence.
- Allow the opportunity for continued professional development and relevant courses with recognised providers in housing enforcement.

Who is the person?

- It is essential that the post holder can demonstrate a good level of written and spoken English, as well as numeracy skills. (GCSE A - C Math and English, or equivalent required. Candidates who cannot provide a formal certificate will have to complete this as part of the apprenticeship course)
- Candidates will need to possess a level 3 qualification, or be able to demonstrate equivalent experience.
- It is essential that the post holder will have demonstrable interest in the Housing sector, including HMOs, the Private rented sector, and housing conditions.
- The post holder can successfully balance a varied workload.
- The post holder will ideally have knowledge and experience of having difficult conversations with a variety of stakeholders.
- The post holder will be comfortable with visiting people in their own homes and carrying out property inspections.
- The post holder will understand risk assessments.
- The post holder will have a demonstrable interest in legislation and enforcement activities.
- The post holder will understand the purpose of enforcement activity and the importance of keeping clear accurate records, as well as the impact of not doing so.
- The post holder will have a sound approach to decision making and be able to justify their actions using relevant policies, legislation and guidance.
- The post holder will be able to identify and provide advice on basic property issues and be able to give clear instructions on what remedies should be carried out.
- The post holder will be emotionally resilient and able to deal with the impact of being exposed to customer's difficult circumstances whilst being able to remain professionally detached and focused, even if the message you deliver involves saying no.
- The post holder works proactively and can remain motivated, taking accountability for the progression of their qualification, whilst managing their own caseload.



- The post holder is competent in the use of IT systems with a good working knowledge of Microsoft Packages (to include Word, Outlook, and Excel) and databases.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).