

Housing Regulation Officer Apprentice

Salary: Band 5 - 7 (£25,652 - £35,235 p.a.)

**Fixed Term Contract (approx. 24 months plus end point assessment time)
37 hours per week**

Are you passionate about housing, regulation, and making a difference in your community? Portsmouth City Council is excited to offer an opportunity to kickstart your career in housing regulation. Join our Private Sector Housing service and be part of a team dedicated to ensuring homes are safe, liveable, and healthy. We are looking for individuals with experience or interest in housing, regulation, enforcement, licensing, compliance, built environment, public health, health and safety, or environmental health.

Role Overview:

As a Housing Regulation Officer Apprentice, you will support landlords and tenants, ensuring their homes meet safety and health standards. You will also support in carrying out enforcement activities when necessary. This role involves assessing customer queries, conducting property visits, and providing advice and guidance to ensure compliance with housing regulations. As an apprentice, you will learn about the varied elements of the work, alongside gaining an industry recognised qualification.

Key Responsibilities:

- Handle customer queries related to privately rented dwelling, including Houses in Multiple Occupation (HMO).
- Support in conducting inspections and risk assessments for properties in the private rented sector.
- Support landlords and tenants to ensure compliance with legal obligations and maintain tenant welfare.
- Investigate complaints and carry out inspections.
- Provide advice and guidance to ensure regulatory compliance.
- Support in taking enforcement action when required, including preparing for tribunal or court cases.

Who is the Person:

- Strong written and spoken English and numeracy skills.
- Interest in the housing sector, HMOs, and housing conditions.
- Ability to manage a varied workload and handle difficult conversations.
- Comfortable with property inspections and visiting people in their homes.

- Understanding of the Council's role as a regulator.
- Competent in using IT systems, including Microsoft Word, Outlook, and Excel.

Our Values:

We are looking for candidates who demonstrate the following values:

- Respect: Treat everyone with respect, considering the feelings, wellbeing, safety, and rights of others.
- Integrity: Be accountable, trustworthy, and take responsibility for your actions.
- Collaboration: Work together as a team and with colleagues, residents, partners, and communities to achieve more.
- Inclusive: Recognise diversity, be open, fair, and provide equal opportunities to all.
- People-Focused: Put people first and ensure our customers are at the heart of everything we do.

In your application, we ask that you tailor your response against the criteria outlined under "who is the person" and "our values". Candidates should give examples where they can demonstrate these.

Benefits:

- Generous pension scheme.
- Up to 31 days annual leave per year + bank holidays.
- Flexible/hybrid working.
- Retail discounts.
- Access to Employee Assistance Program (EAP) and wellbeing support.
- Training and development opportunities, including apprenticeships.
- Potential to purchase additional annual leave.
- Business travel support and initiatives.

Portsmouth City Council is committed to inclusivity and accessibility in its recruitment process and welcomes applications from all areas of society. For support in completing the application form, contact recruit@portsmouthcc.gov.uk.

Join us and make a real impact in your community while developing your career in housing regulation!

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

If applying as a secondment you will need permission from your current line manager releasing you for this secondment. Please state you have this on your application form.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

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