



HILLINGDON

for this complaint

LONDON

Job Profile

August 2025

JOB TITLE:	Principal Private Sector Housing Officer
GRADE:	POC
POST NO:	30242 & 27168
JOB TIER:	5
DBS CHECK:	Standard
GROUP:	Public Protection & Enforcement
SERVICE:	Private Sector Housing

REPORTING STRUCTURE

Reports to:	Private Sector Housing Service Manager
Direct Reports:	Up to 5
Indirect Reports:	0

ROLE PURPOSE:

2 Principal Officer posts to oversee the delivery of functions for Private Sector Housing disrepair cases and HMO's.

Manage a team delivering a high quality, responsive private sector housing service that meets the needs of its customers – either Disrepair or HMO's.

Responsible for ensuring enforcement action taken is in line with legislation and Council policies that may include issuing formal notices, fixed penalties, cautions, and prosecution action.

Supervise the granting of licences, ensuring all legal provisions are met and licence conditions are appropriate and be responsible for the security of evidence held and act as a witness in prosecution and tribunal cases when required.

Supervise the investigation of disrepair complaints and take necessary enforcement and compliance actions.

Supervise the delivery of excellent customer service, providing operational leadership in improving housing conditions in the private rented sector and improving the management and conditions in HMOs through licensing and enforcement.

Ensure that the service is effective and efficient and all enforcement of legislation is fair, transparent, clear and consistent and in accordance with the Council's procedures and enforcement policy.

A. Job Description

1. People Management

- Management responsibility for a team within Private Sector Housing Service.
- Undertake the lead role in supporting the Team with especially complex, contentious or sensitive matters and casework relating to the enforcement of standards and licensing conditions in houses in multiple occupation.
- Managing the workloads and targets of the team and monitoring their performance.
- Ensure staff have the necessary skills and knowledge to carry out their duties, including adequate training and development and CPD requirements. Motivate and coach and evaluate staff in technical areas.
- Provide mentoring and support for staff in the wider service or work or for specific cases.

2. Resident & Community Contribution

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Provide draft responses for Freedom of Information Act requests and enquiries for the Mayor, Councillors, MPs and senior managers and ensure these are provided within agreed timescales.
- Represent the service at multi-disciplinary forums and at meetings with external agencies as required.
- Ensure that the HMO service is culturally sensitive, challenges discrimination and is delivered in a manner that is welcoming and accessible to vulnerable adults,

people whose first language is not English, and people who have a disability, a learning difficulty or find it difficult to read or write.

- Develop & deliver support/training packages to both landlord & tenants to encourage self-learning and accreditation where appropriate.

3. Operational Service Delivery

- Supervise the investigation of offences and preparation of cases for Civil Financial Penalties, referral for prosecuting proceedings and applications for Rent Repayment Orders. Liaise closely with colleagues in Legal Services to ensure case referrals comply fully with the Council's procedures and all legal requirements including disclosure rules.
- Take a lead role in compliance with PACE and RIPA requirements
- Undertake a range of duties, as an Authorised Officer of the Council, including obtaining 'warrants of entry', inspecting and assessing the condition of properties, producing written schedules of property condition and the works required under the Housing Acts, drafting witness statements, analysing legal and financial procedures and, where appropriate, preparing and executing cases requiring prosecution.
- Support officers to draft complex work in default schedules and reports required in connection with appeals against notices and orders.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Develop and maintain close working relations with Council services and a wide range of other stakeholders, in order to; facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems, and ensure that, even where an input is required from a number of teams, service delivery is well co-ordinated and the service user is kept fully informed of developments.
- Contribute to the production, review and updating of the Team's policies and procedures, ensuring that they comply fully with the relevant regulations and legislation and, where practicable, reflect good practice.

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- Contribute to the development, maintenance and monitoring of systems, registers, records and databases for the efficient storage and retrieval of data
- Work with the Team Manager to monitor the allocated team budget and report monthly status to Senior management

6. Continuous Improvement

- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Contribute to the development and implementation of a comprehensive set of service standards for the HMO Service, in consultation with service users, describing the nature and quality of the service they can expect to receive and the way in which performance will be monitored and reported

7. Contacts

- Internal: All council departments which are relevant to the business of the service; senior managers, elected members as appropriate.
- External: Partner organisations, such as Environment Agency, police, fire, health, social landlords, voluntary sector groups, contractors.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.
- Take responsibility for keeping up to date with developments in this area and for providing training and guidance to colleagues.
- Undertake projects, including in a co-ordinating or organising role.

9. KEY PERFORMANCE INDICATORS

- Delivery against any agreed Service Levels.
- Staff performance & productivity metrics.
- Delivery against agreed PADA targets.

B. Person Specification

Principal Private Sector Housing Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to degree or diploma level in a relevant area, or equivalent and relevant operational experience.	✓	
Post graduate qualification or similar in a relevant technical area.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Willingness and ability to work outside core working hours according to need (for example to attend meetings in the evenings or at weekends or to carry out site visits and monitoring activity during anti social hours).	✓	
UK driving licence or equivalent, and the use of a suitable vehicle at all times.	✓	
Ability to undertake site visits and inspections at various locations throughout the borough.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience in enforcement of standards in private sector housing, and using risk based inspection programmes.	✓	
Extensive experience of using environmental health and housing legislation to enforce and raise standards in private sector housing.	✓	
Experience of acting as a witness on behalf of an employer and/or appearing in court or at an inquiry to give evidence and be questioned as a witness.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
An advanced level of knowledge and experience of private sector housing and associated relevant legislation.	✓	
Ability to mentor and coach staff and undertake first line management.		
Ability to prioritise work and to work under pressure, meeting expectations and deadlines.	✓	
Formally trained in investigation skills and techniques or equivalent relevant operational experience.	✓	
Ability to investigate and research breaches of legislation, including preparing statutory notices, reports, letters etc	✓	
Ability to prepare evidence and reports for enforcement action such as formal cautions, civil penalties, prosecutions etc.	✓	

Well developed verbal, written communication and customer care skills and able to produce accurate reports and correspondence to a high standard.	✓	
Specialist technical knowledge of subject matter pertinent to one or more areas of the team's work.	✓	
Well developed interpersonal skills appropriate to the need to successfully communicate with residents, some of who may be vulnerable.	✓	
Knowledge of duties and responsibilities connected with this role under Health & Safety at Work legislation.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	