

# Post Specification

## Post Specification - Key Information

- **Post Title: Private Housing Tenancy Liaison Officer**
- **Date: December 2025**
- **Post Group Number: 8890**
- **Job Family: Regulation and Technical**
- **Job Family Role Profile: RT12**
- **Final Grade: 12**

To be read in conjunction with the job family role profile.

## Service Area Description

The Council has statutory duties, principally under the Housing Act 2004, for the enforcement of housing standards and licensing of Houses in Multiple Occupation (HMOs). The Council also seeks to reduce the number of long term empty homes in the area and to improve the energy efficiency of the housing stock in the district. This is a key front line role for the Council in complying with these duties and meeting its strategic objectives to reduce empty homes and improve energy efficiency.

## Purpose of this Post

The post is part of the Housing Standards Team and will play a central role in delivering the Council's new statutory duties under the Renters Rights Act 2025. The focus of the role is the investigation of tenancy breaches, illegal eviction and harassment and the issuing of civil penalties within a standardised and prescriptive enforcement framework.

The post holder will be responsible for gathering high quality evidence that meets statutory requirements, preparing enforcement files to a prosecutable standard and using investigatory powers including formal interviews under the Police and Criminal Evidence Act.

The role involves managing a high volume caseload driven by statutory duties and rising tenancy related complaints, ensuring consistent application of set procedures and evidential standards. While the post holder will work constructively with landlords and tenants where early resolution is appropriate, the primary function of the post is to ensure compliance, protect tenants' rights and take mandatory formal enforcement action where breaches occur.

## Key Job Specific Accountabilities

1. Carry out statutory tenancy investigations under the Renters Rights Act 2025 including illegal eviction, harassment, retaliatory behaviour and other breaches, ensuring all evidence is gathered to prescribed standards and within required timescales.
2. Issue civil penalties for tenancy breaches in accordance with statutory guidance, evidential thresholds, scoring frameworks and Council enforcement policies, ensuring consistency and legal robustness across a high volume caseload.
3. Exercise statutory investigatory powers, including entry to premises, inspection and seizure or copying of documents and digital records and undertake formal interviews under the Police and Criminal Evidence Act in writing or in person.

4. Prepare high quality enforcement files to a standard suitable for civil penalties, Rent Repayment Orders, debt recovery or criminal proceedings and liaise with Legal Services to support case progression through courts and tribunals.
5. Engage constructively with landlords, letting agents and tenants to promote early resolution where appropriate, ensuring all parties understand their rights and responsibilities while maintaining a clear focus on statutory compliance and enforcement duties.
6. Develop and maintain strong working relationships with key internal partners including Homelessness, Legal, Trading Standards, Community Safety and Customer Services to ensure coordinated responses to tenancy related cases.
7. Work collaboratively with external agencies such as the Police, support organisations, voluntary sector partners and advocacy groups to protect tenants at risk of harassment or illegal eviction and to support vulnerable individuals engaging with the enforcement process.
8. Maintain accurate case records, databases and statutory registers, ensuring all evidence, decisions and actions are recorded promptly, clearly and in line with data protection, audit requirements and statutory reporting needs.
9. Manage a high volume, standardised workload driven by statutory duties and rising complaint numbers, making sound decisions, prioritising effectively and ensuring cases progress within statutory or policy defined timescales.
10. Provide specialist advice and guidance to colleagues, partners and stakeholders on tenancy law, illegal eviction, harassment and the enforcement provisions of the Renters Rights Act 2025, escalating risks or emerging issues to managers as required.
11. Prepare and present written and verbal reports to senior managers, partner agencies, councillors or external bodies and contribute to multi-agency meetings where tenancy enforcement matters are discussed.
12. Support the development and continuous improvement of the Council's tenancy enforcement approach including reviewing procedures, contributing to policy updates and identifying opportunities for improved practice.
13. Participate in targeted operational activity linked to proactive enforcement, compliance checks or intelligence-led visits, and contribute to local or national campaigns that promote lawful practice in the private rented sector.
14. Provide high levels of customer care, recognising the needs of tenants with complex or challenging circumstances and ensuring that enquiries from MPs, councillors and members of the public are responded to professionally.
15. Ensure all work is delivered in accordance with the Council's policies on equality, health and safety, lone working, data protection and operate safely when entering premises where hostility or confrontation may arise.

### Key Facts and Figures of the Post

- **Budget Responsibilities:** None. The post holder has no direct budget management responsibility but is expected to work in a cost aware manner, ensuring that enforcement action, civil penalties and debt recovery processes support the Council's wider financial and statutory objectives.

- **Staff Management Responsibilities:** None. The post holder does not directly manage staff but may provide mentoring, guidance or task support to junior officers or colleagues involved in linked tenancy or enforcement work.
- **Other:** Regular travel throughout the Council area; occasional evening or weekend work may be required. The role involves lone working in potentially challenging environments and requires adherence to the Council's personal safety procedures.

## Essential Criteria

### **Qualifications:**

- The post holder should hold a degree level qualification in housing, law, or a related field, or be able to demonstrate an equivalent level of knowledge through substantial professional experience in landlord and tenant law or law enforcement.
- The post holder should be able to demonstrate good levels of literacy and numeracy and should also be willing to undertake further professional training relevant to tenancy enforcement, civil penalties, investigatory powers and PACE compliant evidence gathering.

### **Knowledge:**

- Good knowledge and understanding of the range of strategic and policy issues facing Housing and Local Authority services.
- A good understanding of wider housing enforcement
- Excellent working knowledge and understanding of current housing regulation and homeless legislation, policy and practice.
- Good knowledge of the welfare benefits system to sustain tenancies.
- Experience of giving advice on the rights and responsibilities of landlords and occupiers, often in difficult and hostile situations.
- Understanding of elements of criminal and civil law and proceedings as it applies to landlords and tenants.
- Understanding of the housing market in Cumbria and the issues of affordability and homelessness.
- Demonstrate an understanding of the rights and responsibilities of landlords and tenants.
- Good level of competency in preparing legal documentation, drafting case briefs, instructing legal representatives and supporting legal proceedings including giving evidence in court or tribunal, or a willingness to undertake training to develop this competency.

### **Experience:**

- The post holder should have experience of applying landlord and tenant law in an enforcement, investigatory, advisory or compliance based role.
- They should have experience of undertaking structured investigations involving evidence gathering, interviewing, taking statements and preparing case files for regulatory, legal or enforcement purposes, gained in a housing, policing, compliance or similar investigative environment.
- They must have experience of managing a caseload that involves conflict, negotiation or complex decision making, ideally within a fast paced or high volume service and be confident in dealing with challenging or hostile situations and supporting individuals who may be distressed or at risk.
- The role requires experience of maintaining accurate records, using case management systems and producing clear, structured reports or documentation for formal decision making.
- The post holder should also have experience of working effectively with landlords, tenants, partner agencies and internal teams to resolve tenancy related issues or progress enforcement action, as well as experience of delivering customer-focused services and providing clear, empathetic advice in sensitive or pressured situations.

- They must be able to prioritise competing demands, meet deadlines and deliver outputs within defined timescales.
- Suitable investigatory training, including the use of statutory powers, civil penalties, evidence gathering and PACE procedures, will be provided to the right candidate.

### **Expertise:**

- Effective verbal and written communication skills, with the ability to provide clear, accurate information, advice or evidence in sensitive or challenging situations.
- Confidence in presenting information in a structured and professional manner to tenants, landlords, senior managers and external partners.
- Ability to work collaboratively within a team and across agencies, demonstrating sound judgement, professionalism and resilience when managing complex or contentious cases.
- Strong organisational skills with the ability to manage workload effectively, prioritise tasks and use initiative to solve problems.
- Ability to make proportionate, evidence based decisions in line with statutory duties and enforcement requirements.
- High level of customer care, with the ability to engage sensitively with tenants who may have complex needs while maintaining fairness and impartiality.

### **Disclosure and Barring Service (DBS) Checks**

- This post does not require a DBS check.

### **Job Working Circumstances**

#### **Emotional Demands:**

Direct exposure to highly sensitive and emotionally challenging situations, including supporting tenants who may be distressed, intimidated or at risk of illegal eviction or harassment. The post holder may encounter conflict, hostility or refusal of cooperation from landlords or agents during tenancy investigations. The role also requires resilience when managing a high-volume caseload involving complex personal circumstances, vulnerable households and situations where immediate safeguarding concerns or crisis responses may be required.

**Physical Demands:** Normal

#### **Working Conditions:**

The use of statutory investigatory powers under the Renters Rights Act 2025 may increase the likelihood of confrontational or aggressive behaviour. The postholder will be required to enter residential and business premises using statutory powers. This may include seizing or taking copies of documents and electronic records. There may be some exposure to abusive language, aggression and occasional risks of physical confrontation, particularly when exercising statutory powers or serving enforcement notices.

### **Other Factors:**

- Must have a full driving licence and access to a car, and the ability to travel throughout Westmorland and Furness, and may occasionally need to work outside normal office hours.