

Role profile

Job Title:	Private Sector Housing Technical Support Officer
Department:	Private Sector Housing
Directorate:	Housing & Environment

Grade:	6
Post no.:	
Location:	Perceval House

Role reports to:	Private Sector Housing Enforcement Team Leader
Direct reports:	
Indirect reports:	Training and support of other junior and temporary members of staff.

Job Description

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

Purpose of role

- To support the efficient delivery of administrative and case management functions within the Private Sector Housing Service, ensuring that all processes align with statutory duties under the Housing Act 2004 and related legislation.
- To provide high-quality technical and administrative support to officers, contributing to effective case progression, accurate record-keeping, and excellent customer service for residents, landlords, and other stakeholders.
- To assist in the development and improvement of operational processes by using data, digital systems, and regulatory knowledge to enhance service performance and support the improvement of housing standards across the borough.

Key Responsibilities

Grade 8

first point of contact from tribunal, having contact with the public,

- Act as the first point of contact for technical and operational queries from landlords, tenants, managing agents, and internal council departments, ensuring accurate triage, correct case allocation, and timely escalation where required.
- Work collaboratively within the Private Sector Housing Enforcement Team, contributing to advisory and enforcement activities that align with the council's strategic plans, vision, objectives, and service delivery standards.
- Deliver effective technical, administrative and data related support across private sector housing enforcement and other teams within the Private Sector Housing Team.
- Support to junior and temporary members of staff on systems and procedures
- Process web portal enquiries and manage incoming telephone calls, ensuring high quality customer service and directing enquiries appropriately.
- Oversee responses to complaints, Members' enquiries, Freedom of Information requests and Subject Access Requests.
- Analyse service data in Metastreet and other systems to identify trends, risks and opportunities for service transformation, providing evidence-based recommendations for senior management to support strategic planning and resource development.
- Manage competing priorities, both reactive and proactive, ensuring all tasks meet service standards, KPIs, and statutory requirements.
- Provide support to team leaders, the wider team, and individual officers as required across the Regulatory Service Department.
- Assist in implementing and monitoring business processes and digital workflows to improve operational efficiency, data accuracy, and statutory compliance.
- Issue and log formal correspondence relating to complaints and enforcement action in accordance with council policy and relevant housing legislation.
- Respond to and manage HMO enquiries, offering accurate guidance on technical standards and regulatory requirements.
- Maintain accurate and secure database records, producing reports for senior management as required.
- Liaise with internal teams and external agencies to ensure coordinated case handling and adherence to safeguarding, data protection, and regulatory obligations.

- Coordinate responses to HMO planning consultations to support technical, operational and regulatory decision making.
- Represent the service at resident meetings, forums, and wider community engagement events.
- Deliver a high standard of customer service by managing complaints promptly, dealing with customers professionally, and escalating issues appropriately.
- Ensure that equality, diversity, health and safety, and data protection policies are reflected in daily practice and interactions with colleagues, the public, and partner agencies.

Grade 9 - In addition to scale x responsibilities

- Leads and coordinates all administrative and operational support for private sector housing enforcement and regulatory activity.
- Operational lead for case management processes, ensuring efficient workflows, compliance, and timely case progression. Oversee triage, allocation, and escalation of cases, ensuring appropriate prioritisation based on risk and legislative requirements.
- Serve statutory notices and information requests, including but not limited to Section 16 Local Government (Miscellaneous Provisions) Act 1976, Section 235 Housing Act 2004, Section 239 Housing Act 2004, Sections 114 and 115 of the Renters' Rights Act, and relevant provisions under the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.
- Serve formal audit letters to landlords to ensure compliance with property licence conditions.
- Issue and enforce civil penalty notices or initiate prosecution proceedings for breaches of legislation or licence conditions.
- Provide supervision and ongoing development of the administration team.
- Allocate workloads and ensure staff meet service standards and deadlines.
- Deliver training and support to junior and temporary members of staff on systems and procedures.
- Apply working knowledge of relevant legislation including the Housing Act 2004, Housing Health and Safety Rating System (HHSRS), Renters' Right Act and Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 to support service delivery.

- Provide guidance to staff, residents, landlords, and stakeholders on regulatory processes, HMO standards, Licence conditions and enforcement procedures. Act as a key escalation point for complex operational or regulatory queries.
- Responsible for competing priorities, including both reactive and proactive responsibilities, ensuring they are effectively that all tasks meet service standards, KPI's and legal requirements.
- Develop and implement process improvements to enhance efficiency, compliance and outcomes.
- Ensure a high standard of customer service across all contact channels.
- Ensure all processes comply with relevant legislation, council policies, and regulatory frameworks.
- Build effective working relationships with internal departments and external partners.
- Promote safeguarding awareness and ensure appropriate escalation procedures are followed.
- Represent the service at resident meetings, forums, and community engagement events
- Maintain accurate and secure records in line with data protection requirements.
- Proactively monitor, track and pursue outstanding NOI's, take appropriate steps to investigate and peruse cases of non-payment of fees and to produce forecasts and statistical data relating to fee income and generation
- Monitor and log HMO planning applications and procurement consultations to support informed decision making.
- To assist and provide technical support to Private Sector Housing Enforcement Team officers when carrying out PACE interviews, giving evidence in court and tribunal hearings and providing technical guidance to officers on drafting and serving statutory notices and compiling legal bundles.
- To log and issue formal correspondence in response to complaints, enforcement actions to landlords, tenants and other interested parties in accordance with Ealing Council's policy and housing legislation.
- To act as a first point of contact for HM Courts and Tribunals Service regarding housing prosecutions and appeals, ensuring that all documentation and case information is accurate and timely.

Key Performance Indicators

- Delivery of service KPIs and statutory deadlines
- Quality, accuracy and integrity of case management data
- Team performance and productivity levels
- Implementation of service improvements and efficiencies
- Customer satisfaction and complaint resolution outcomes

Key Relationships (internal and external)

- Other Council staff.
- Ealing residents, private landlords, letting and managing agents.
- Ealing business community.
- External organisations including the police, LFB, Justice for Tenants, HM Courts & Tribunal Service, DWP, MHCLG and partner local authorities.

Authority Level

1. **People:** Work collaboratively with staff in the team, other internal and external services, partnerships and external agencies. Undergo training and development. Ensure consistent service delivery and compliance with Council procedures.
2. **Financial:** Monitor payments and provide reports on income received.

Additional Requirements

- Undertake any other duties appropriate to the post that support the effective delivery of private sector housing regulation and enforcement services.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Essential Knowledge, Skills and Abilities

Grade 8

1. Ability and application to acquire the practical knowledge and skills sufficient to effectively carry out duties commensurate with the post.
2. The ability to undertake work programmes and meet targets.
3. Ability to work in partnership with others and achieve shared outcomes.
4. Ability to help prepare letters, reports and service-related documents.
5. Good interpersonal skills relevant to duties.

Grade 9 *In addition to scale 8 responsibilities*

1. Knowledge of private sector housing legislation, including Housing Act 2004 and HHSRS
2. Proven ability to lead, supervise, and motivate staff in a service delivery environment
3. Experience of managing workloads, performance, and competing priorities
4. Ability to analyse data and translate insights into service improvements
5. Strong problem-solving and decision-making skills
6. Excellent communication and stakeholder engagement skills
7. Ability to work collaboratively across teams and partner organisations

Essential Qualifications and Experience

Grade 8

1. Educated to at least GCSE level with Passes in mathematics and English language (minimum grade C) or equivalent
2. Experience of working in a customer focused service.

3. Ability to work unsupervised
4. Competent in IT systems including case management systems and Microsoft Office
5. Ability to work in teams

Grade 9 *In addition to scale 8 responsibilities*

1. Experience and technical knowledge in private sector housing, enforcement, or regulatory services
2. Experience and technical knowledge in the evaluation of potential risks to health and safety from any defects in dwelling
3. Experience in supervising or leading staff (or demonstrable leadership responsibility)
4. Experience working in a customer-focused public service environment

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards