

Role profile

Job Title:	Health & Housing Apprentice	Grade:	5
Department:	Private Sector Housing	Post no.:	68756 68757 68758
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Team Leader
Direct reports:	
Indirect reports:	

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To support the delivery of the council's statutory and non-statutory housing functions by assisting in regulatory, licensing, and enforcement activities within the Private Sector Housing service
- To develop the knowledge, skills, and competence required to become a professional Private Sector Housing Enforcement Officer through structured training, workplace learning, supervised practice,
- This post forms part of a structured apprenticeship programme requiring commitment and completion of a Level 4 Housing Regulatory Compliance Officer Apprenticeship standard, of up to 18 months.
- To contribute to improving standards and safety in the private rented sector by supporting inspections, service requests, and casework under supervision
- The role is non-enforcement authoritative at entry and operates under supervision, with responsibilities increasing gradually in line with competency, training progress and authorisation

Key accountabilities

- To assist in responding to service requests, complaints, and enquiries relating to housing conditions, licensing, and compliance

- To support inspections of residential properties, identifying hazards, defects, and potential breaches of housing legislation under supervision; learning how legislation and the Housing Health and Rating System (HHSRS) is applied in practice
- To contribute to the preparation of inspection records, schedules of work, correspondence, and draft enforcement documentation
- To assist in maintaining accurate case files and evidence in accordance with legal and evidential requirements
- To accurately record inspections, investigations, and outcomes using council systems and databases
- To learn how enforcement decisions are made, including the progression from informal action to formal enforcement
- To engage professionally and respectfully with tenants, landlords, agents, and members of the public
- To support collaborative working with internal services (e.g. Housing, Planning, Building Control, Fire Safety) and external partners
- To develop an understanding of health and safety requirements, including lone working and high-risk environments
- To complete all off-the-job training and assessment requirements associated with the apprenticeship programme
- To manage workload effectively, balancing operational duties with training and development requirements
- To operate at all times in accordance with council policies, procedures, and ethical standards

Key performance indicators

- Accuracy and completeness of records, reports, and administrative outputs
- Progression through apprenticeship milestones and successful completion of qualification
- Contribution to service delivery, including responsiveness to enquiries and support to casework
- Demonstration of professionalism, customer care, and effective team working

Key relationships (internal and external)

- Private Sector Housing Team and wider Housing services
- Planning, Building Control, and Fire Safety teams
- Other council departments
- Tenants, landlords and managing agents
- External partners, including enforcement and regulatory agencies

Authority level

- **People:**
 - Work under supervision while developing skills and competencies
 - Contribute effectively within a team and support wider service delivery
 - Engage with customers and stakeholders in a professional manner
- **Financial:**
 - No direct financial responsibility
 - May assist in administrative processes relating to fees, charges, or income monitoring

Learning and career pathways

- As an apprentice you will have protected study time of up to 6 hours per week. This will cease on successful completion of the apprenticeship.
- The post operates in a learning capacity with responsibilities increasing in line with competence, authorisation, and service needs
- Any other duties appropriate to the post and grade

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

1. Ability to learn and apply housing legislation, regulatory frameworks, and compliance principles
2. Ability to support inspections, investigations, and regulatory activity with accuracy and attention to detail
3. Effective verbal and written communication skills
4. Ability to work collaboratively within a team and seek guidance when required
5. Ability to manage time effectively and balance competing priorities, including work tasks and study requirements
6. Demonstration of a customer-focused approach and professional conduct
7. Ability to maintain confidentiality and comply with data protection requirements
8. Basic IT skills, including the use of Microsoft Office applications and databases
9. Awareness of equality, diversity, and inclusion principles

Essential qualification(s) and experience

1. Educated to at least GCSE level (or equivalent), including English and Mathematics
2. Demonstrable commitment to undertaking and completing a Level 4 apprenticeship in Housing / Regulatory Compliance
3. Experience or interest in working within a customer-facing or public service environment

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• 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	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• 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	• 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	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards