Role profile

Job Title:	Tenancy Relations Officer
Department:	Private Sector Housing
Directorate:	Housing & Environment

Grade:	9
Post no.:	66104
Location:	Perceval House

Role reports to:	Tenancy Relations Team Leader
Direct reports:	
Indirect reports:	Apprentices and trainees

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 improve the quality, safety and choice of residential accommodation in Ealing through a range of professional and specialist interventions including enforcement, education, mediation and advice.
- Maintain effective relationships between tenants, landlords, stakeholders including internal and external partners and other relevant local authorities.
- To conciliate and mediate to successfully resolve disputes between tenants and landlords. To take effective and appropriate enforcement action under relevant legislation when matters cannot be resolved informally.
- Impartially investigate alleged offences under the Protection from Eviction Act 1977, the Renters' Rights Act 2025 and other related legislation where landlord and tenant offences may have been committed. To prepare legal court prosecution case files, to issue civil penalty notices and give evidence at court as necessary.

Key accountabilities

- As a front-line officer, respond to queries relating to tenancy relation matters including harassment and illegal evictions, offences under the Landlord and Tenant Act 1985, the Renters' Rights Act 2025, deposit protection regulations and other relevant legislation.
- Carry out prosecutions under the Protection from Eviction Act 1977.

- Assist illegally evicted renters with injunctions for re-entry to their homes.
- Work in partnership with solicitors and law centres to seek civil damages for disrepair or a breach of covenant for quiet enjoyment.
- Assist renters with defences and counterclaims to possession proceedings.
- Help renters obtain awards for rent repayment orders.
- Assist tenants with applications for deposit protection penalties.
- Work alongside the homelessness unit, using housing advocacy to prevent homelessness.
- Participate in multi-agency enforcement actions to protect renters from illegal eviction.
- Apply for and serve injunctions and summonses.
- Work alongside trading standards officers in the pursuit of criminal letting agents.
- Respond to all complaints and requests for assistance, support, inform, advise, and negotiate with tenants and landlords and all other stakeholders resulting in the best prevention solution to ensure that the council meets it statutory responsibilities and the needs of the tenant(s).
- Undertake site visits as required to premises where there are alleged offences occurring or have occurred.
- You will take ownership and responsibility for all aspects of your own case workload within private sector housing, ensuring your investigations are carried out to a professional standard, cases are progressed within a timely manner and in compliance with legislation, preparation and service of notices, preparation of prosecution case files and be able to attend court and the tribunal as the council's professional witness, attend court to obtain warrant of entries.
- The post holder will provide support and guidance to colleagues as necessary to support the regulatory service. This includes, providing expert advice to management on complex cases and other enforcement issues that may arise.
- The postholder will also address enquiries and complaints, work with individual landlords, and landlord groups to ensure high quality services are delivered.
- The post holder will proactively identify and address vulnerability and safeguarding issues ensuring appropriate support and referrals are made.
- Undertake ongoing professional development and maintain an expertise in landlord and tenant law. Actively participate and keep up to date with legislation, case law, best practice and council policies and procedures and initiatives. Develop and maintain procedures, processes, policies and training materials relating to tenancy relations matters.
- Provide support to colleagues in private sector housing and housing services on matters relating to tenancy relations. Deliver training to internal and external stakeholders including the police, to ensure that they are kept

informed and updated to the applicable legislation, the council's duties and powers and working practises and procedures.

- Work collaboratively and maintain links with internal and external partners, consultative groups, other local authorities, agencies and working groups. Provide and share information and reports, implement decisions of the groups and influence stakeholders.
- Proactively develop, implement and participate in educational work, community liaison projects, schemes and pilots in order to support our residents, customers and businesses. Proactively targeting hard to reach and marginalised community groups and vulnerable residents.
- Work on your own initiative managing conflicting priorities and ensuring individual and service performance targets are met. Manage a personal caseload and maintain accurate and detailed casework records.
- Adhere to council financial regulations, especially homelessness and fraud prevention.
- Take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
- Take responsibility as appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.

The above-mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out such other appropriate duties as may be required by the line manager within the grading level of the post and the competence of the postholder.

Key performance indicators

- Punctual and comprehensive response to, and resolution of, service requests
- Instigation of enforcement action where appropriate to achieve positive outcomes
- Timely achievement of targets and work programmes
- Carrying out work to the applicable legislative and departmental standard
- Accuracy and reliability of work including record keeping and updating information systems

Key relationships (internal and external)

- Other council staff.
- Ealing residents.
- Ealing landlords and agents.
- External organisations e.g. Police (including cadets) · HMRC · Chartered Institute of Environmental Health · Department of Work and Pensions · Members of Parliament · London Fire Brigade · Court Officials · Members of the public · Community Groups and the voluntary sector · Department of Levelling Up, Housing and Communities, and other professional bodies.

- Assistant Directors and service heads across the council
- Central government departments, London Mayor's Office, and other local authorities.
- Suppliers and contractors.
- External consultants and technical advisors.
- Work collaboratively with staff in the team, other internal and external services, partnerships, and external agencies.
- Responsible for evidence handling (including in criminal and evidential contexts).
- Ensure the legal work meets appropriate standards. Act as an authorised officer of the council under relevant legislation.

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.

Candidates are requested to address all criteria marked with ** within their application and provide specific examples demonstrating how they meet each criterion. Examples should clearly evidence relevant skills, knowledge, qualifications, and experience.

Essential knowledge, skills and abilities

1. **Have a good working knowledge of landlord and tenant law and relevant regulations.
2. **To act as a fully authorised officer within the team to assess and take action in regard to complex investigations into harassment and illegal evictions.
3. **Ability to take ownership and responsibility for all aspects of case workload ensuring investigations are carried out to a professional standard, cases are progressed within a timely manner and in compliance with legislation.
4. ** Prepare prosecution case files and be able to attend court and the tribunal as the council's professional witness.
5. ** Ability to issue civil penalty notices and represent the council at the tribunal for appeal hearings.
6. ** Without supervision, prioritise and self-manage workload and demonstrate the ability to work under pressure.
7. Plan and deliver innovative projects to improve outcomes for residents in the borough.

8. **Ability to interpret law, maintain professional and expert knowledge, and keep up to date with relevant legislation, codes of practice and technical requirements.
9. **To carry out independent research and to keep up to date of any changes to relevant legislation and best practice in order to investigate complex property licensing matters.
10. **Maintain accurate records of investigations, enforcement actions, and other relevant activities using contemporaneous notes and the council's database to be used as potential evidence in accordance with Police and Criminal Evidence Act 1984.
11. Always act in accordance with the council and team procedures and with regards to health and safety generally and more specifically, personal safety of oneself, colleagues and everyone else.
12. Support management with performance reporting, training and development of workforce including interpreting legislative or administrative changes that may affect the service.
13. Support senior officers and other officers as directed or required, and where relevant, key internal and external partners/agencies.
14. Ensure that every aspect of personal conduct and service delivery is in accordance with, as well as in the spirit of, legal requirements, local and corporate procedures, instructions, guidance and policies including Ealing's employee code of conduct, etc.
15. To have basic IT skills and some experience of different software packages to carry out the responsibility of the post
16. ** Good communication skills, both written and verbal, with the ability to demonstrate good presentational and interpersonal skills including customer relations and mediation.
17. Ability to work flexibly. The post holder may be required to work outside normal working hours, including late nights and early mornings at short notice in exceptional circumstances (such as emergency tenancy relations issues).

Essential qualification(s) and experience

1. Minimum 5 GCSE "O" level qualifications (to include maths and English) or equivalent qualifications and experience.
2. Experience in managing own workload and meeting performance targets.
3. Evidence of high-performance service delivery and customer care.
4. Evidence of continuing professional development.
5. Experience of carrying out tenancy relations investigations, attending court proceedings, carrying out prosecutions and appeals, and the ability to ensure that enforcement actions and prosecutions are carried out appropriately.

6. Substantial experience of working in an agile environment, anticipating and adapting to changes as a result of regulatory reforms, legislation and government guidance.
7. Experience of using complex IT systems and identifying where technology can improve efficiencies.
8. Experience of equalities/diversity issues.
9. Experience of supporting and training staff.

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'll 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