



Role Profile

Enforcement Housing Officer

Housing

Prevention and Communities

Role Profile: Enforcement Housing Officer	Role Profile Number: SBC_12640
Directorate: Housing	Reporting to: Enforcement Housing Manager
Grade: CFL 8	Date Prepared: 28 March 2026

Our values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other



Purpose

The Enforcement Housing Officer will deliver effective investigation, enforcement, and resolution of anti-social behaviour (ASB) cases across Council-owned properties and estates. Acting as the operational lead for individual ASB cases, the postholder will ensure strict adherence to statutory obligations, housing legislation, enforcement powers, safeguarding requirements, and Council policies.

This role involves planning and managing ASB casework, gathering and assessing evidence, and applying proportionate enforcement tools to maintain high standards of compliance, community safety, and victim protection. The postholder will engage directly with complainants, alleged perpetrators, and partner agencies to resolve ASB issues swiftly and lawfully.

The Enforcement Housing Officer will work collaboratively with internal teams and external partners, including legal services, community safety, police, and support agencies, to deliver coordinated, evidence-led responses. The role will promote early intervention alongside enforcement, ensuring actions are balanced, victim-focused, and aligned with best practice and organisational values.

The successful candidate will be a key coordinating function, working collaboratively with internal housing teams and external statutory and voluntary partners to deliver joined-up, trauma-informed support. They will demonstrate technical expertise in housing management, and the ability to manage complex operational activities. The role also requires effective stakeholder engagement, robust risk management, and a commitment to continuous improvement to safeguard residents, colleagues, and the wider community.

Key responsibilities and accountabilities:

- Effectively manage ASB reports including incidents involving hate crime and disclosures of domestic abuse (DA) within agreed timescales and in-line with our procedures.
- To provide a victim-centered approach, ensuring timely action is taken on serious and high priority cases, including domestic abuse, that involve raised risk and vulnerability and ensure interventions and prevention techniques are appropriately applied to secure a positive outcome.
- Respond to hate crimes, identify incidents, collect evidence, support victims, and take appropriate enforcement action in line with policy and legislation.
- Explore innovative solutions to help residents maintain their tenancy by using both legal and non-legal remedies with perpetrators to resolve issues and prevent escalation.
- To undertake appropriate workforce development, providing expert advice/guidance to other team members in the form of briefings and training sessions as well as individual coaching sessions.
- Ensure all relevant parties are kept updated and within agreed timescales. Make referrals and work with partner agencies who are able to provide support for the victims of ASB or DA that may form part of a complex safeguarding case.

- Oversee and manage ASB from our static site, through monitoring, enforcement and timely interventions to ensure safe, compliant and well-managed locations
- Maintain knowledge and understanding of relevant legislation, case law and best practice within the sector. Maintain a good knowledge providing expert advice/guidance to other team members in the form of briefings and training sessions.
- Take appropriate tenancy enforcement action, including issuing warnings, notices, and pursuing legal proceedings where required.
- Maintain accurate records of ASB cases throughout, ensuring all evidence and actions are logged and tracked from initial report to resolution.
- Provide guidance and support to residents affected by ASB, working to ensure their safety and wellbeing while liaising with relevant services.
- Mediate disputes between residents prevent escalation and encourage positive neighbour relationships.
- Create and maintain productive links with key stakeholders to enable effective partnership working and represent SBC at case specific partnership meetings as necessary. Ensure that effective liaison and communication is maintained with the emphasis on improving the lives of our customers and the wider community.
- Work collaboratively with colleagues to obtain a full overview of a tenancy to ensure action taken is in-line with our policy and procedures.
- Work closely with the Community Safety Partnership (CSP) and its constituent agencies, including the police, housing providers, health services, and voluntary sector organisations, to prevent and address anti-social behaviour and support Swindon's CSP strategies.
- Assess risk levels in ASB incidents and identify vulnerable residents who may require additional support or safeguarding interventions.
- Prepare case files, statements, and evidence for court proceedings and attend hearings when required.
- Monitor performance against ASB targets and response times, providing regular updates and reports to management.
- Explore innovative solutions to help tenants maintain their tenancy by using both legal and non-legal remedies with perpetrators to resolve issues and prevent escalation.
- Ensure all relevant parties are kept updated and within agreed timescales. Make referrals and work with partner agencies who are able to provide support for the victims of ASB or DA that may form part of a complex safeguarding case.
- Prepare evidence for court including possession and injunction proceedings, seeking legal advice as necessary and representing the council at court and evictions as appropriate.
- Ensure services are delivered in line with corporate priorities, statutory requirements, and health and safety legislation.
- Take responsibility for personal safety while lone working, ensuring compliance with SBC Health and Safety policy.
- Respond to service requests, complaints, and enquiries from residents, elected members, and other stakeholders.
- Attend meetings with tenants, leaseholders, community groups, and Councillors to provide operational updates and resolve issues.

- Support the development of digital systems and data reporting tools to improve operational insight and decision-making.
- Promote a data and customer insight driven culture by utilising data and feedback to inform decision-making within processes and service delivery.
- The role requires flexibility to work across a range of locations, including community hubs and cafés, in line with Swindon's prevention model

Supplementary accountabilities:

- Engage with local communities through meetings and forums to raise awareness of ASB policies and prevention strategies.
- Provide feedback on policies and procedures to help improve service delivery and ensure best practice in ASB management.
- Contribute to service improvement projects, pilot initiatives, and research aimed at enhancing ASB management and community cohesion.
- Provide data and insight on ASB trends and emerging issues to support organisational reporting and decision-making.
- Promote and embed equality, diversity, and inclusion in all areas of work.
- Participate in continuous professional development and ensure training needs are met.
- Respond to priority service requests and emergencies, including working unsociable hours when required.
- Collaborate with internal teams and external stakeholders to ensure clear communication of expectations, health and safety requirements, and operational priorities.
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- Take part in community development events and act as an ambassador for housing, promoting engagement and supporting customers who will benefit most.
- Carry out any other duties appropriate to the post as necessary or as requested.

Professional behaviours:

Everyone in Housing is responsible for

- Safeguarding adults and children.
- Reporting damp and mould.
- Keeping resident records up to date and accurate.
- Promoting engagement opportunities and giving opportunities to be heard to under-represented voices.
- Treating tenants and their homes with respect.
- Maintaining levels of professional conduct and practice.
- Data protection and governance.

Decision making:

- Prioritise and escalate decisions where there is a risk to life, serious injury, environmental harm, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Support decision-making on service improvements, innovation trials, and transformation initiatives, ensuring alignment with strategic goals and customer expectations.

- Provide expert advice in response to complaints, legal claims, insurance matters, and regulatory investigations, representing the Council where required.

Creativity and innovation:

- Drive service improvement by identifying operational trends and recommending changes to practices, standards, or policies.
- Promote innovative use of methods, and digital tools to modernise service delivery and improve efficiency.
- Support the implementation of technical solutions that enhance compliance, asset performance, and customer outcomes.
- Contribute to strategic development initiatives, ensuring innovations align with organisational.

Job Scope:

Number and types of jobs managed: None

Budget Holder: No

Budget Value: N/A

Asset Responsibility: N/A

PERSON SPECIFICATION

Qualifications	Essential or desirable
• Chartered Institute of Housing level 3 or above (or equivalent experience) • Management qualification or equivalent experience desirable • Educated to GCSE Level A–C or equivalent	Desirable Desirable Desirable
Knowledge and experience:	
• Proven experience of working with customers face to face and over the telephone; being able to demonstrate excellent customer handling skills and dealing courteously and in a professional manner, speaking clearly and showing patience towards others; being able to gather information and give support and assistance.	Essential

• Appreciation and understanding of Housing legislation including the the Social Housing Regulation Act and the consumer standards. • Experience in stakeholder engagement, conflict resolution, and customer service. • An understanding of the Data Protection Act and the safeguards against disclosing information to a person other than the data subject.	Desirable Desirable Desirable
Aptitudes, Skills and Competencies:	
• Excellent communication skills. • A problem solver who can use their own initiative. • Able to work under own initiative and managing caseload. • Excellent IT skills, and a good knowledge of Microsoft Office. • Ability to maintain and update databases with high levels of accuracy. • Must be fluent in the English language (as requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role).	Essential Essential Essential Essential Essential Essential
Special Conditions of Recruitment:	
The postholder will require a full UK driving licence and access to a vehicle and have business insurance	Essential

Other Key Features of the role:

It should be noted that the duties and tasks associated with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

