

Job Description and Person Specification

Compliance Officer (HMO Licensing)

Job Details	
Grade	Higher Apprentice
Service	Safer Housing and Communities
Location	One Friargate
Job Evaluation Code	

Coventry City Council Values
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Under the general direction of the Safer Housing and Communities Team Managers and/or Principal Environmental Health Officers:

- Undertake appropriate training and provide a supportive role in the Safer Housing, Houses in Multiple Occupation (HMO) Enforcement and Houses in Multiple Occupation (HMO) Licensing Teams.
- Shadowing Environmental Health Officers and Compliance Officers in the Safer Housing, HMO Enforcement and HMO Licensing Teams whilst working towards and completing a Level 4 in Regulatory Compliance (Housing) course.

Main Duties & Key Accountabilities

Assist and support other members of the Safer Housing, HMO Enforcement and HMO Licensing Teams as directed to deliver services including HMO licensing, HHSRS, and other housing enforcement related activities.

Assist officers with, inspections, compliance visits, investigations, surveys, and interventions in all types of residential premises and the wider environment, as directed by other officers.

As knowledge and competence develops, undertake a case load of reactive work, including responding to and investigating complaints, as well as proactive project work and educational activities where required. In all cases, responding within corporate timescales, keeping relevant parties informed and maintaining up to date case records.

As knowledge and competence develops, communicate with landlords, agents, tenants and residents to advise them on the relevant legal provisions and best practice recommendations for property licensing and housing issues, using a variety of methods including face-to-face, via telephone, email and in writing.

As knowledge and competence develops, liaise with other services such as Planning, Legal and Building Control to promote compliance and achieve improved outcomes for tenants and residents.

Support officers to carry out enforcement duties including collation and collection of evidence, preparing reports, drafting formal notices, and preparing cases for prosecution in the Magistrates' Court and attending court as a witness in line with our enforcement policy.

Work outside normal office hours, when necessary, for the effective performance of duties. This will include independent study and completion of all course and assessed work, as required for the Level 4 programme.

Keep up to date with legislation changes.

Be proficient in the use of IT systems to ensure appropriate records and files are maintained.

Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.

Be able to work as part of a team, demonstrating flexibility in the approach to work as required by the service.

Any other duties and responsibilities within the range of the salary grade

Key Relationships

External:	Tenants Residents Landlords Agents Key Stakeholders eg. Police, Fire and Rescue Service, MP's Government Departments	Internal:	All service areas Members
-----------	--	-----------	------------------------------

Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.
Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification	
Requirements	
Knowledge	Good knowledge of relevant IT systems that support ongoing office activity and of specialised systems that support technical activity
Knowledge	A basic understanding of the services provided by Local Government.
Knowledge	Basic knowledge of a range of IT applications e.g. word, excel, email.
Skills and Ability	Keyboard skills and the ability to undertake training in a variety of IT systems
Skills and Ability	Good communication skills in order to take information from people and answer basic technical queries
Skills and Ability	Ability to work accurately to follow procedures and undertake straightforward arithmetic calculations
Skills and Ability	Able to work to deadlines
Skills and Ability	Able to operate a range of office equipment
Skills and Ability	Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team.
Experience	Some experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook.
Experience	Some experience of an office-based environment would be advantageous.
Qualification	Age at start of Apprenticeship 16-18: GCSE Maths and English at grade 4/C or above, or equivalent e.g. Functional Skills Level 2. If not, you will be required to complete Level 2 Functional Skills in Maths and English as part of the apprenticeship. Age at start of Apprenticeship 19+: GCSE Maths and English at grade 4/C or above, or equivalent e.g. Functional Skills Level 3. If not, you must achieve a minimum of Functional Skills Entry Level 3 as part of the assessment process.
Special Requirements	Ability to complete the Level 4 Regulatory Compliance (Housing)

Declaration			
Reviewed/Created By:	Adrian Chowns		
Job Title:	Head- Safer Housing and Communities	Date:	October 2025