

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Tenancy Relations Officer	Grade: 8	
Directorate: Regulatory	Service: Housing & Vulnerability	
Post No: NEW	JE Ref:	Date of Issue: January 2026
Responsible to: Housing & Vulnerability Business Manager		

Main Purpose of Job:

To provide expert advice and support to tenants and landlords in the private rented sector, ensuring compliance with housing legislation and promoting good tenancy relations.

To use relevant duties to investigate and take enforcement action against harassment, illegal eviction and breaches of renters' rights.

Main Tasks/Duties/Responsibilities

1. Provide specialist advice and support to tenants and landlords on tenancy rights and responsibilities.
2. Investigate complaints and enforce compliance with housing regulations and legislation relating to harassment and illegal eviction including under the Housing Act 1988, Landlord and Tenant Act 1985 and Protection from Eviction Act 1977.
3. Investigate complaints and enforce compliance with housing regulations and legislation relating to renters' rights including under the Renters Rights Act 2025.
4. To undertake PACE interviews, prepare witness statements, statements of fact, legal cases in respect of enforcement actions and appeals and providing witness testimony as necessary in relation to legal matters, tribunals, hearings etc.
5. Maintain accurate records of all casework, prepare reports and ensure compliance with legislative and data standards.
6. Build and maintain relationships with external organisations, including legal advisors, housing charities, landlord groups and neighbouring authorities.
7. To represent the service at case conferences, meetings, forums and events related to housing and tenancy issues.
8. Maintain up to date knowledge of housing legislation, case law and policies.
9. To give advice and prepare reports to the Council, relevant committees, elected councillors and, as necessary, the public and other relevant bodies or groups on matters relating to the team.
10. Contribute to service improvement initiatives and deliver high-quality customer focused support.
11. To participate in any call out/standby services operated by the Council outside normal office hours and at weekends as required.
12. To assist in the formal training of Trainee Officers, Technical and such other staff as may from time to time be assigned to the team.

13. To undertake day to day/on-site supervision of such nominated technical staff or trainees that may be assigned to the team.

Occasional Tasks/Duties/Responsibilities

1. To prepare or assist in the preparation of, such material as is necessary for talks, lectures or presentations (for use inside the Council or to external bodies) and if required participate in the presentation of these activities.
2. To undertake, as required, functions outside the assigned sectional responsibilities to provide short term cover for other Housing and Vulnerability duties should urgent need arise.

General

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy and identified KPIs.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).
7. To be aware of and carry out your responsibilities under the Council's Policy and Guidance relating to Safeguarding Children and Vulnerable Adults.
8. To be aware of and carry out a role in relation to the Council's responsibilities as a responder in relation to civil contingencies.
9. To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.