NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title:	Housing Enforcement Lead			**Grade:**	10 (plus £3500 3-year Market Supplement)
Directorate:	Regulatory		**Service:**	Housing & Vulnerability	
Post No:	NEW	**JE Ref:** A	**Date of Issue:**	April 2026	
Responsible to:	Housing & Vulnerability Business Manager				

Main Purpose of Job:

To support the Housing & Vulnerability Business Manager in the day-to-day operational management of the team. To provide functional leadership in the core service areas of:

- Private Sector Housing (HHSRS, HMO licensing, Fire Safety in High Rise Dwellings, Asylum Accommodation, Public Health in Housing)
- Renters Rights (Implementation & Enforcement)
- Housing Strategy Inc Homelessness, Temporary accommodation, Supported Accommodation and Affordable Housing.

Ensuring that work processes, standards and compliance are maintained and continuously improved. To deliver a specialist, professional service with high standards of advice and support and resolving cases of varying complexity as they arise. To ensure officers are trained to a high standard and can undertake their role, as well as address any performance issues as they arise quickly and in accordance with policies.

Main Tasks/Duties/Responsibilities

1. Day-to-day team leadership to ensure work processes, standards and compliance are maintained and continuously improved, as well as address any performance issues as they arise quickly and in accordance with policies.
2. Support the Housing & Vulnerability Business Manager with the operational management of the service, including overseeing people, undertaking 121/KIT and appraisals, and responding to performance information.
3. Act as functional lead in private sector housing & renters rights specialism, personally owning the resolution of more complex and contentious cases where significant functional knowledge and skills are required.
4. Approved to train other officers in the team to complete moderately complex cases and tasks for a service area where significant functional knowledge and skills are required.
5. Responsible for multi-skilling people within teams and encouraging knowledge sharing, ensuring that officers are trained to a high standard and can undertake their role, by either delivering or co-ordinating the delivery of training, mentoring, and coaching.
6. Proactively design and develop tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge and monitor compliance against these standard operating procedures.

7. To provide support and supervision for the escalation of service issues including more complex customer issues.
8. To participate in any call out/standby services operated by the Council outside normal office hours and at weekends as required.
9. To contribute to transformational change, encouraging and supporting innovation, learning and improvement in all areas of the Council's activities.
10. Support the Housing & Vulnerability Business Manager to prepare bids for external funding opportunities to enhance the service delivery and align with the corporate priorities. To plan, deliver, monitor and report externally funded initiatives.
11. Provide the first stage responses in relation to the team's complaints and appeals. Manage and coordinate first stage complaints and appeals in line with the Council's Complaints Policy or Service Policies, liaising with the relevant officers to enable updating of the Complaints system.
12. To monitor and proactively manage the team's budgets and comply with Financial Regulations.

Occasional Tasks/Duties/Responsibilities

1. 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.
2. To 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.

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 Councils 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.