

## Job Description

<b>Job Title</b>	Apprentice PSH Enforcement Case Support Officer
<b>Directorate</b>	Neighbourhoods & Housing
<b>Service Area</b>	Private Sector Housing
<b>Grade</b>	AP2
<b>Competency Level</b>	1
<b>Salary</b>	£24,547
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	N/A - Apprenticeship

## Job Purpose

An 18-month fixed term apprenticeship in Business Administration working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Business Administrator Apprenticeship

Supporting the Housing Solicitor, Principal Enforcement Case Support Manager and Private Sector Housing service in managing legal, licensing and enforcement casework



Ensure robust preparation and coordination of cases relating to selective licensing, HMO licensing, housing enforcement, the Renters' Rights Act and CPNs, and contributing to effective legal processes that protect tenants and improve housing standards

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

PSH Principal Enforcement Case Support Officer (PECSO)

### **Main Areas of Responsibility:**

- Provide business and legal support to the City Law and Governance Colleagues, including handling a wide range of queries relating to private sector housing enforcement, selective licensing, HMO licensing, and landlord/tenant regulatory compliance; managing calls, correspondence, and coordinating meetings
- Liaise with compliance, investigation, and enforcement officers across Selective Licensing, HMO Licensing, Housing Enforcement, and wider Private Sector Housing teams during case review meetings, ensuring the quality assurance of evidence packs, inspection reports, and all supporting documentation. This can include reviewing evidence bundles against case facts in relation to offences under the Housing Act 2004, Renters' Rights Act, Management of Houses in Multiple Occupation Regulations, Licensing Schemes, Civil Penalties, Community Protection Notices (CPNs), and other statutory breaches to support robust enforcement and prosecution action.
- Prepare case documentation including notices, schedules of non-compliance, disclosure lists and correspondence to defendants, courts, tribunals, landlords, agents, and opposing solicitors

- Draft and prepare formal letters and legal correspondence for courts/tribunals, solicitors, witnesses, landlords, agents, and external partners on behalf of the Legal team
- Prepare comprehensive case bundles for court and tribunal proceedings (e.g., First-tier Tribunal, Magistrates' Court), ensuring accuracy, completeness, and compliance with procedural requirements
- Attend court and tribunal hearings alongside the Legal team, taking detailed notes, supporting evidence presentation, and coordinating follow up actions arising from judgments, directions, or adjournments
- Liaise with the PSH Lead Engagement Officer and Liverpool City Council's Communications Team to prepare press releases following enforcement action, successful prosecutions, civil penalty determinations, or tribunal outcomes, as well as dealing with media enquiries from local and national press
- Undertake legal and policy research relating to private sector housing legislation, including but not limited to:
  - Housing Act 2004
  - Selective and Additional Licensing Regulations
  - Renters' Rights Act
  - Civil Penalties and Rent Repayment Orders
  - Community Protection Notices (CPNs)
  - HHSRS reforms and case law
- Challenge existing processes and procedures and suggest improvements to the PECSO
- Assist in the drafting, reviewing, and updating of processes, guidance materials, standard templates, and operational procedures, ensuring alignment with current legislation, licensing schemes, the Council's enforcement policy, and best practice.
- Support the administration and review of Civil Penalty Notices (CPNs) and associated documentation, including preparation of evidence, generation of

appropriate penalty amount, liaison with enforcement officers, and coordinating follow up actions in relation to non-compliance or escalation

## **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- The role requires you to sit for long periods of time using a VDU equipment
- The role requires you to attend court

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Five GCSEs at grade 9-4/A\*-C including English and maths or equivalent (A)

### Desirable

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administration Level 3 Apprenticeship qualification

## Experience

### Essential

- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A, I)
- Providing excellent customer service within a busy environment (A, I)

### Desirable

- An interest in housing law and relevant legislation, with a willingness to learn and develop understanding through training



## Skills/Abilities

### Essential

- Excellent time management and organisational skills (A, I)
- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with staff, managers, and members of the public (A, I)
- Good level of accuracy and able to pay attention to detail (A, I)
- Ability to respond to changing work priorities (A, I)
- Ability to work as part of a team (A, I)

### Desirable

- Demonstrate a high degree of initiative and self-motivation

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commit to and complete all elements of the Level 3 Business Administrator Apprenticeship standard, to the best of their ability (with support as and when required)