



Job Description

Job Title	High Rise Enforcement Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Private Sector Housing
Grade	6
Competency Level	1
Salary	£33,024 - £37,336
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	

Job Purpose

To be part of the High Rise Enforcement Team, gathering information and evidence for the investigation of high rise buildings in Liverpool to ensure External Wall System compliance and other fire safety matters; liaise and engage with all relevant stakeholders and regularity bodies, and update required work management and database systems.

Directly Responsible For:

Not applicable



Directly Responsible To:

Private Sector Housing Standards and Enforcement Manager

Main Areas of Responsibility:

- Undertake initial investigation of high and mid-rise buildings in Liverpool, create and serve notices under Section 235 of the Housing Act 2004 to request documentation in relation to the construction, maintenance and management of high and mid-rise buildings
- To ensure all high-rise buildings have had a desktop or in person investigation, and all external wall material details for high rise buildings are logged on Department for Levelling Up, Housing and Communities Delta system
- To plan and organise inspections with the Joint Inspection Team, and assessment of caseload as part of a busy regulatory / statutory service in line with service objectives, policy and processes
- To identify and develop an operational process for identifying and assessing the EWS of mid-rise buildings in Liverpool
- To manage a caseload of work relating to high rise investigations and report directly to the Housing Standard Enforcement Manager
- To assist the enforcement officers in the delivery of a regulatory service in ensuring compliance with appropriate legislation for high and mid-rise buildings
- Update relevant work management and database systems with high rise building information and case progress
- Attend meetings, take minutes and actions and provide administrative support for the investigation of high and mid-rise buildings
- Undertake land registry searches
- Update DLUHC, Building Safety Regulator, and other key stakeholders with information as requested, attending meetings to provide such updates



- To respond to and investigate Have Your Requests and requests made under the Freedom of Information Act in accordance with specific timescales
- To carry out all other duties commensurate with the post
- To attend training courses to maintain continued professional development
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Carry out all duties and responsibilities with reasonable care for the health and safety of yourself and others and to report any potential hazards or unsafe practices to your line manager
- To act in accordance with all policies and procedures which apply to your role with an understanding of such policies

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:

- Could involve prolonged period of sitting due to administrative nature of the role



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
- To 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 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

- Degree or formal qualification in relevant technical or administrative discipline or extensive proven experience in a similar role (A,I)

Experience

Essential

- Experience of investigative and case building work (A,I)
- Providing administrative/ business support in a busy service environment (A,I)
- Using and maintaining a range of case management / other office based systems (A,I)
- Experience of working on own initiative and as part of a team (A,I)
- Experience of engaging with internal and external stakeholders, including partner agencies (A,I)

Desirable

- Knowledge of fire safety in high rise buildings, including external wall systems
- Knowledge and understanding of government legislation and regulation relating to external wall systems on high rise buildings
- Knowledge and understanding of HHSRS
- Producing statistical information for service / management reports



Skills/Abilities

Essential

- Excellent time management and organisational skills (A,I)
- Ability to achieve high standards in quality and accuracy (A,I)
- Excellent ICT skills and ability in using Microsoft Office suite, web based systems (A,I)
- Ability to communicate in written and oral formats (A,I)

Desirable

- Good inter-personal and customer care skills
- Ability to understand and use of private sector housing powers
- Ability to demonstrate a high degree of initiative and self-motivation

Commitment

Essential

- Commitment to continuous improvement (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council



Other

Desirable

- An understanding of quality assurance systems