

## Job Description

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|---------------------------------------------|---------------------------------------------------------------|
| <b>Job Title</b>                            | Private Sector Housing (PSH) Enforcement Case Support Officer |
| <b>Directorate</b>                          | Neighbourhoods & Housing                                      |
| <b>Service Area</b>                         | License & Public Protection                                   |
| <b>Grade</b>                                | 6                                                             |
| <b>Competency Level</b>                     | 1                                                             |
| <b>Salary</b>                               | £35,412 - £39,862                                             |
| <b>Job Type</b>                             | Hybrid                                                        |
| <b>Location</b>                             | Cunard Building                                               |
| <b>Disclosure and barring service (DBS)</b> | Not Required                                                  |
| <b>Job Evaluation Ref No</b>                | A10375                                                        |

## Job Purpose

To support the Housing Solicitor, Principal Enforcement Case Support Officer and Private Sector Housing service in managing legal, licensing and enforcement casework, ensuring 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:**

- To 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
- To represent the Private Sector Housing service on behalf of the Housing Solicitor, including in matters relating to selective licensing schemes, HMO licensing, civil penalties, and enforcement actions
- To 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 includes 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

- To draft and prepare formal letters and legal correspondence for courts/tribunals, solicitors, witnesses, landlords, agents, and external partners on behalf of the Legal team
- To prepare comprehensive case bundles for court and tribunal proceedings (e.g., First-tier Tribunal, Magistrates' Court), ensuring accuracy, completeness, and compliance with procedural requirements
- To 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
- To 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
- To 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
- To challenge existing processes and procedures and suggest improvements to the PECSO
- To contribute to and support on landlord and tenant law, including legal queries relating to licensing conditions, property standards, statutory notices, enforcement powers, tenancy protections, disrepair, unlawful eviction, and compliance with the Renters' Rights Act
- To 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

- To 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
- To promote and uphold Liverpool City Council's commitment to equality, diversity and inclusion, ensuring that all work is carried out in a fair, accessible, and non-discriminatory way

### **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:**

- This role may involve prolonged periods in front of a VDU
- You will be required 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
- 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 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

- Degree in Law, Criminal Justice, Environmental Health or a closely related discipline or relevant experience in the same or similar role (A)

## Experience

### Essential

- Experience of working within a legal, regulatory or enforcement environment, handling casework, evidence or statutory processes (A/I)
- Experience of using case management systems and other office-based ICT systems to record, manage and track cases (A/I)
- Experience of conducting research into legislation, policy or case law and applying findings to inform working practices or procedures (A/I)
- Experience of assisting with or undertaking complex investigations, including evidence gathering and reviewing documentation (A/I)

### Desirable

- Dealing with a wide variety of contacts and referrals to/from different services/agencies
- Preparing documentation for legal, financial or other related use



- Providing administrative/business support in a busy service/customer setting

## Skills/Abilities

### Essential

- Strong understanding of the Housing Act 2004 and landlord and tenant law with the ability to interpret and apply legislation in a practical casework setting (A/I)
- Excellent customer care skills and the ability to handle sensitive or confidential issues in a professional and empathetic manner (A/I)
- High attention to detail, with the ability to produce accurate work, follow methodical processes and maintain high quality standards (A/I)
- Working knowledge of GDPR and its application in a regulatory environment (A/I)

### Desirable

- Knowledge of housing and homelessness legislation
- Excellent written and verbal communication skills
- Excellent ICT skills, using Microsoft Office and case management systems
- Able to show a high degree of initiative and self-motivation
- Advocacy skills

## Commitment

### Essential

- Commitment to maintaining high professional standards and continuous learning (A/I)

- To promoting equality, diversity and inclusion in all aspects of work (A/I)

## **Desirable**

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