



Job Description

Job Title	Apprentice Technical Compliance Officer – Empty Homes
Directorate	Neighbourhoods and Housing
Service Area	Private Sector Housing
Grade	AP3
Competency Level	Level 1
Salary	£25,614
Job Type	Hybrid
Location	Cunard Building, Liverpool
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	N/A - Apprentice

Job Purpose

A 24-month fixed term apprenticeship undertaking the Regulatory Compliance Officer level 4 qualification whilst working in a supported environment to develop skills and knowledge.

Undertake checks on empty properties to obtain evidence or for compliance with formal legal notices and other regulatory requirements, including supporting Senior Enforcement Officers.



Directly Responsible For:

Not applicable

Directly Responsible To:

PSH Selective Licensing Manager

PSH HMO Manager

Principal Officer – Empty Homes

Main Areas of Responsibility:

- Plan, organise and carry out external inspections and assessment of a caseload as part of a busy regulatory/statutory service in line with service objectives, policy and processes.
- Undertake external inspections and visits for evidence gathering and checking compliance with formal legal notices.
- Prepare letters/correspondence to property owners and other relevant persons relating vacant properties on time to the required professional standard in accordance with policy and procedures.
- Identify external housing related faults on vacant properties and escalate as appropriate for further investigation.
- Support the Senior Enforcement Officers.
- Produce reports, gather evidence, conduct interviews under caution, request /prepare witness statements, send letters/questionnaires
- Investigate complaints and respond to service requests
- Work collaboratively with colleagues and stakeholders to enhance the role throughout the Council.



- Assist in the triaging of work on a case by case basis and in line with the risk to ensure cases receive the most appropriate response in line with policies and processes.

Supervision and Management Responsibility:

- Not applicable.

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:

- Working in adverse weather conditions, driving across the City. Sitting for long periods of time.

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.



Personal 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,I)
- Three A Levels, Level 3 Apprenticeship, Level 3 Qualification or equivalent (A,I)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Regulatory Compliance Officer Level 4 apprenticeship (A,I)

Experience

Essential

- Experience of providing excellent customer service either face to face or over the telephone (A,I)

Skills/Abilities

Essential

- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with a range of colleagues and customers (A,I)
- Good organisational skills with ability to prioritise work and work accurately to meet deadlines (A,I)



- Able to work in and contribute to a team (A,I)
- Good level of accuracy and pay attention to detail (A,I)

Desirable

- Ability to identify improvements to processes and systems and to share the recommendations with the wider team
- Ability to handle confidential and/or sensitive information with appropriate discretion
- Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job
- Ability to build and develop effective relationships at all levels of the organisation, and with customers and stakeholders

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A strong team player able to work flexibly to meet the needs of the service

Other

Essential

- Willingness to represent the service at meetings and carry out investigations and inspection/out of normal office hours (A,I)



Desirable

- A Full Driving License would be desirable