



Job Description

Job Title:	Private Rented Sector Officer
Department:	Housing and Communities
Grade:	Band 7
Accountable to:	Strategic Lead Supporting Communities

Purpose of the job:

To improve standards in the private rented sector (PRS) by engaging landlords, ensuring property compliance, and supporting sustainable tenancies.

The role will focus on developing a comprehensive database of PRS properties, gathering intelligence, and designing incentives and support mechanisms to encourage landlord cooperation and legal compliance.

Main areas of responsibility:

Landlord engagement and support

- To identify, develop and sustain contacts with Private Sector Landlords who may be used to support people secure accommodation, those who are ineligible to join the housing register.
- Develop and deliver engagement strategies to build positive relationships with landlords and letting agents.
- Design and promote incentive schemes to encourage best practice.
- Provide guidance and support to landlords on legal responsibilities, property standards, and tenancy management.

Data and intelligence gathering

- Establish and maintain a robust database of private rented sector properties across the borough.
- Collect and analyse data on property conditions, landlord profiles, tenancy types, and compliance status.
- Use intelligence to identify high-risk properties and target proactive interventions.

Compliance and enforcement

- Monitor compliance with relevant housing legislation including the Housing Act 2004 and HMO licensing.

- Investigate complaints and conduct inspections where necessary.
- Work collaboratively with enforcement teams to take appropriate action against non-compliant landlords.

Partnership working

- Collaborate with internal departments and external agencies to improve housing conditions and tenant wellbeing.

Strategic development

- Contribute to the development of local PRS strategies and policies.
- Identify trends and emerging issues in the sector and recommend innovative solutions.
- Support the council's wider housing objectives including homelessness prevention and community resilience.

Values

To actively promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person specification

Qualifications and Professional Memberships

- A-levels or equivalent qualification and or required experience,
- Basic understanding of housing legislation and PRS dynamics.
- Willingness to undertake relevant training and continuous professional development.

Experience

- Experience in housing enforcement, landlord engagement, or property management.
- Experience of working in a customer-facing role or dealing with public enquiries.
- Experience of using IT systems to manage records and casework.

Knowledge and Skills

- Ability to carry out site visits and record observations accurately.
- Ability to manage data systems and interpret housing intelligence.
- Good written and verbal communication skills, including the ability to draft letters and reports.
- Ability to interpret and explain technical or legal information in a clear and accessible way.
- Strong organisational skills and the ability to manage multiple tasks and priorities.
- Competence in using Microsoft Office applications and other database systems.

Personal Attributes

- A methodical and detail-oriented approach to work.
- Willingness to learn and take direction from senior colleagues.
- Ability to work both independently and as part of a team.
- Professional and courteous manner when dealing with the public and colleagues.
- Commitment to improving housing standards and tenant outcomes.

Other Requirements

- Full UK driving licence and access to a vehicle for site visits.