

## Role Profile Addendum

<b>Job Title:</b>	Tenancy Relations Officer
<b>Role Profile Reference Number:</b>	MUL121
<b>Role Profile Title</b>	Enforcement Officer III
<b>Directorate</b>	Housing and Public Protection
<b>Service area</b>	Strategic Housing and Partnerships

### Specific responsibilities associated with this position

- Investigate and enforce alleged breaches of the Renters Rights Act 2025 in relation to illegal eviction, discriminatory practices and rental increases.
- Investigate and enforce alleged breaches of Protection from Eviction Act 1977
- Educate and engage with private sector landlords to encourage compliance with the Renters Rights Act 2025 .
- Collate and provide enforcement data in relation to Renters Rights Act 2025 to the service lead
- Provide specialist advice to tenants and landlords to prevent unlawful eviction and resolve disputes early
- Maintain accurate case records and prepare evidence for enforcement action or legal proceedings

### Specific person specification associated with this position

- Knowledge of the impact of regulation on private landlords
- Understanding of the Regulators Code
- Ability to engage and influence wider enforcement partners
- Ability to interpret and apply housing legislation, including the Renters Rights Act 2025 and Protections from Eviction Act 1977
- Experience of managing conflict or dealing with challenging behaviour in a professional setting
- Ability to gather assess and record evidence to a legal standard
- Ability to communicate clearly with tenants, landlords and partner agencies, including resolving disputes early
- Awareness of safeguarding responsibilities when working with vulnerable individuals.

## Other requirements for this position

Use this section to identify other requirements for this position.

- **Lone Working:**

Will the postholder be required to work alone?      Yes

- **DBS Check:**

Will the postholder require a DBS check?      Yes the post holder will require NPPV2 police vetting for this role

- **Career Grade/Career Pathway**

Is there an established career grade or career pathway in place for this post? No

### For P & R Use Only:

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Date Saved: