



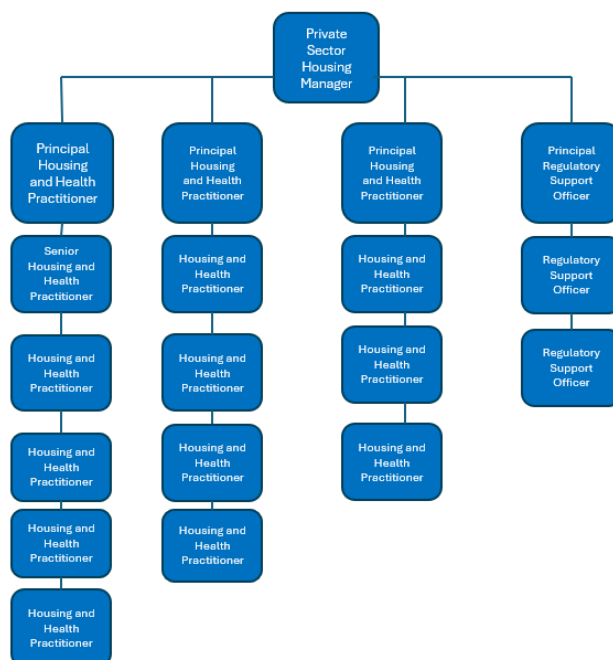
JOB DESCRIPTION

Job title	Regulatory Support Officer
Directorate	Transport and Regulatory Services
Service	Environmental Health
Team	Private Sector Housing
Grade	E

DBS Check Required	Standard
Justification for DBS	Regulated Activity with Adults
Politically Restricted	No

Reporting to:	Team Manager
Employees directly supervised (if applicable):	0

Organisational structure chart (job titles only, no employee names)



1. JOB PURPOSE:

- To enable effective delivery of Houses in Multiple Occupation mandatory and additional licensing schemes through accurate administrative and technical support.
- To provide a transparent and professional service to professional landlords, ensuring licence applications are dealt with effectively and in a timely manner and that appropriate guidance and advice is provided.
- To respond to reports of non-compliant landlords ensuring appropriate enforcement action is undertaken, in accordance with statutory requirements.

2. DESCRIPTION OF DUTIES:

- Undertake an administrative and technical support role ensuring prompt and accurate processing of Houses in Multiple Occupation licences, timely and accurate response to enquiries and carrying out administrative work in preparation for appropriate enforcement action against non-compliant landlords, ensuring compliance with statutory requirements, and improving housing condition and management in the private rented housing sector.
- Maintain the new Private Rented Sector Landlord Database on which landlords will be required to register by the Renters Rights Act 2025. This work will entail oversight of the register to ensure accurate registration, compliance monitoring, and fee collection in line with statutory requirements. Provide regular feedback to the Principal Regulatory Support Officer to highlight trends and activity.
- Validation of House in Multiple Occupation licence applications, processing from receipt to approval, adhering strictly to the requirements of the Housing Act 2004 and other relevant legislation. This will involve the receipt of applications, relevant checks and searches, ensuring all relevant information has been provided. Ensure proper payments are submitted, and other enquiries completed. Work within a team to ensure progress of applications according to agreed performance indicators and timelines, managing and prioritising their own workload to meet deadlines, to maximise service quality and continuity.
- Preparation, validation, recording and service of formal enforcement notices, including civil penalties, in accordance with departmental and legal procedures, and statutory duties.
- Data and intelligence gathering and analysis, and the provision of any necessary associated reports, aimed at identifying and targeting potential non-compliance, including in the area of HMO licensing.
- Risk rate cases and raise service requests for cases that need further in-depth investigation and inspection by Housing and Health Practitioners in order to ensure effective prioritisation of cases and management of caseloads.
- Undertake relevant training and development to ensure regulatory work is carried out in line with current legislation, professional standards and service requirements.
- Understand and apply a range of legislation, including provisions of the Housing Act 2004 and other relevant regulations, and be competent in legal notice service and approval of licences, including relevant licence conditions. Support the team in preparation of legal evidence for a range of enforcement approaches.

- Respond to customer enquiries ensuring that information and advice provided follows agreed procedures, is clear, relevant, accurate and accessible to all sections of the community.
- Liaise with a range of professional landlords, professional representatives, tenants, Police, Fire Brigade and other Council services in relation to applications received and response to tenant and Member enquiries as they arise.
- Ensure relevant records are maintained and contribute to the maintenance and monitoring of systems, registers, records and databases for the efficient storage and retrieval of data.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet in order to fulfil the role and the duties outlined.

Candidates

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates Essential: • Evidence of housing specialist knowledge. • Experience of analytical thinking and problem solving. • Possess a high standard of IT capability. • Fully familiar with all MS Office applications

C	Skills, knowledge and experience Essential: • Excellent communication skills, and the ability to communicate clearly using a range of methods appropriate to the role. • Experience and good understanding of working with computers, phones, handheld devices, using information technology efficiently and using MS Office and other workflow type databases. • Ability to apply legislation, policies, and procedures. Knowledge of the Housing Act 2004, Housing & Planning Act 2016, Renters Rights Act 2025 and HMO licensing legislation. • Experience of researching topics, running reports and collation of evidence and documentation. • Excellent record keeping and recording of all actions/decisions on appropriate databases and workflow systems. • Experience in working with challenging people and situations to achieve a good outcome. • Excellent organisational skills. • Confidentiality and a knowledge of the basic requirements of General Data Protection Regulation (GDPR). • Flexible approach to work and ability to learn new skills, including assessment of technical information, policies, procedures, and applying relevant legislation. • Self-motivated with a professional outlook. • A good attitude to, and experience of customer service and communication in a busy high demand environment. • Able to prioritise workload, use own initiative and work to tight deadlines. • Accuracy and attention to detail.
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.
They guide our interactions with residents, businesses, visitors, partners and each other.
They are also a measure of how well we've done.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.