

JOB DESCRIPTION



POST TITLE: REGULATORY OFFICER (PRIVATE SECTOR HOUSING)

POST NUMBER: ES36

GRADE: F

RESPONSIBLE TO: TBC

RESPONSIBLE FOR: N/A

LIAISON WITH: Mid Devon District Council employees, other Councils, Landlords and Letting Agents, private tenants and members of the public, elected Members. External enforcement agencies as appropriate to role, such as Trading Standards.

KEY CORPORATE ACCOUNTABILITIES:

To provide technical support for the delivery of the statutory housing functions of the Council through the inspection, assessment, investigation, monitoring and resolution of issues that are the responsibility of the Service.

The key duties are to provide advice and ensure compliance with housing legislation and to protect the public from risks posed by non-compliant landlords and letting agents.

1. Provide advice and ensure compliance with housing legislation including but not limited to; the Renters' Rights Act 2025, Housing Act 2004, Protection from Eviction Act 1977, Landlord and Tenant Act 1985 and Homelessness Reduction Act 2017 relating to the private rented sector.
2. To work as a Regulatory Officer and provide a technical role by undertaking housing interventions across the district protecting the public from risks posed by non-compliant landlords and letting agents.
3. To undertake intelligence gathering in respect of non-compliance and take formal action as required. Such should operate in accordance with PACE and RIPA when conducting investigations and evidence gathering in conjunction with Legal Services as necessary.
4. To investigate empty homes and assist with bringing these back into use where possible utilising all the tools available.
5. Undertake complaint investigations relating to tenancies, illegal eviction and harassment, landlord database, and any other tenancy related matters in the private rented sector.
6. To deliver training, education and coaching to support landlords, letting agents and tenants within the district to understand their legal responsibilities. This may include one to one sessions, or classroom-based sessions.
7. To identify non-compliance with statutory duties and identify the appropriate course of action to resolve, in line with the Councils service plans and enforcement policy. This may include formal enforcement actions or escalation to senior officer/team leader.
8. To work alongside the System Administrator to deliver data management and ensure databases are up to date and accurate.

9. To support the implementation and delivery of service objectives and work priorities to ensure that targets and performance indicators are met.
10. Support enforcement action following inspections, investigations and monitoring including preparing correspondence and undertaking revisits to ensure compliance.
11. Ensure that work is carried out in an efficient and effective manner which meets the requirements of national standards, guidelines and strategies. All work to be carried out in accordance with the service standards and quality criteria set by the service.
12. Keep abreast of legislative changes, case law and best-practice to ensure statutory functions are carried out competently.
13. Record interventions and information gathered in accordance with service standards and within the database and digital document management systems.
14. To maintain written records, data and other information relating to the work of the team.
15. To undertake training, professional development and other related activities as required to develop and maintain professional competence.
16. Liaise with local businesses, members of the public and the community as appropriate.
17. Work outside the normal hours of work as and when required for the proper execution of the Council's duties.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

DATA PROTECTION:

It is the responsibility of the post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using [the government DBS Tool](#) that this role is required to hold a **Basic DBS level check**. The basis on which this form of DBS is renewed is explained further within our DBS policy.

Date: Feb 2026

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

Regulatory Officer (Private Sector Housing)

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	- GCSE or equivalent in English and Maths (grade C or above) - Regulatory Compliance Officer (Housing) (Level 4) or a willingness to work towards this qualification - Experience of conducting complaint investigations - Work experience in a relevant field or experience of working in a public health/environmental health service environment or other Local Authority or private sector experience relevant to the role - Experience of delivering training and /or coaching	HHSRS qualification
Knowledge and Expertise:	- Knowledge of housing legislation - Knowledge of data protection legislation - IT literacy - Working knowledge and experience in the area of private sector housing	- Uniform or equivalent software - Evidence of relevant Continuing Professional Development
Skills:	- Investigative skills - Good literacy and numeracy skills - Accurate with attention to detail - Good inter-personal, communication and negotiation skills - Ability to work as part of a team and meet work programmes and targets	Report writing skills

	ESSENTIAL	DESIRABLE
	• Competent in Microsoft applications (Word, Outlook, Excel etc.) • Good data/technical analysis and interpretation skills	
Personal Attributes:	• Capable of working on own initiative and as part of a team • Ability to deal with a range of stakeholders including the public, external organisations and business operators • Capable of working to achieve deadlines • Ability to manage conflict and challenging situations in the working environment • Motivated and committed to learning and developing	
Special Requirements:	• Full driving licence and access to vehicle during core hours • Occasional out-of-hours/weekend working	

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