

Luton

PRINCIPAL PRIVATE SECTOR HOUSING OFFICER LICENSING

2026

April

Dear Candidate,

Thank you for your interest in joining our **Private Sector Housing service**. I am delighted that you are considering a career with us and taking the time to learn more about the work we do and the people who make it happen.

Private sector housing plays a vital role in supporting our residents, improving housing standards, and helping people live safe, healthy and secure lives. Our work has real impact, whether that's improving conditions in the private rented sector, supporting enforcement where needed, or working proactively with landlords, partners and communities to raise standards across the borough.

We are at an exciting point in our journey. The **Private Sector Housing team is expanding**, reflecting both the growing importance of this work and our ambition to strengthen capacity, resilience and expertise across the service. This presents a fantastic opportunity to join a team that is developing, evolving and investing in its people.

What truly sets this service apart, however, is the culture. You would be joining a **warm, friendly and supportive team**, where collaboration, trust and professionalism genuinely matter. We value people who care about what they do, support one another, and are committed to continuous improvement, both for our residents and for themselves.

As an employer, we also work hard to ensure our staff feel valued and supported. We offer **excellent benefits**, including flexible working, generous leave, access to learning and development, and a strong focus on wellbeing. We want our people to thrive and to enjoy long, rewarding careers with us.

Everything we do is guided by **Luton 2040**, our shared vision for a healthy, fair and sustainable town, where everyone can thrive and no one is left behind. Private Sector Housing is a key contributor to that vision, helping to tackle inequality, improve living conditions, and support resilient communities.

I hope this pack gives you a sense of both the importance of our work and the supportive environment you would be joining. We would be delighted to receive your application and to learn more about what you could bring to the team.

With my very best wishes,

Vicky Hawkes
Service Director Neighbourhood Services
Luton Council

LUTON 2040 – OUR VISION AND VALUES

Luton's long-term ambition is clear. By 2040, Luton will be a healthy, fair and sustainable town where everyone can thrive, and no one lives in poverty.

This vision, known as Luton 2040, sets the direction for how we work as a council and how we collaborate with our partners, communities and residents to shape the future of the town.

Our ambition is underpinned by the values that guide us as a council. Our CARES values define how we lead, make decisions and work with others to deliver meaningful change.

OUR CARES VALUES

These values shape how the Luton 2040 vision is delivered in practice:

- **Collaborative** – we work as one team and in partnerships to deliver great results for Luton
- **Ambitious** – we are determined to improve lives every day
- **Respectful** – we are open, honest and embrace difference
- **Empowering** – we trust our own decisions and those of others
- **Supportive** – we help each other to reach our full potential

OUR FIVE PRIORITIES

Luton 2040 focuses on five shared priorities that reflect what matters most to our town:

- Inclusive economy
- Population wellbeing
- Child-friendly town
- Net zero town
- Fairness and equity

BENEFITS OF WORKING FOR US

When you join us, you'll become part of a close-knit team, working alongside talented, passionate people. We strive to create an environment where everyone feels valued, trusted, and encouraged to thrive.

EMPLOYEE BENEFITS

There are many benefits for working with us.

- **Work life balance:** Enjoy flexible working options, including remote work opportunities, to help balance professional and personal commitments.
- **Mental health and wellbeing:** Get free, confidential counselling and wellbeing support for you and your family through our Employee Assistance Programme.
- **Career progression and development:** We support your growth with training, mentoring and clear career pathways, whether in leadership or specialist roles.
- **Equality, diversity and inclusion:** We foster an inclusive workplace with equal opportunities for all, where everyone feels valued.
- **Generous annual leave:** Start with 25 days annual leave (up to 32 days based on service and grade). Plus, take advantage of our 'buying annual leave' scheme to purchase up to 20 extra days.
- **Pension scheme:** Generous employer contributions up to 19.2 per cent and a three times salary death-in-service grant.
- **Generous relocation package:** Up to £8,000 (subject to eligibility).
- **Staff offers:** Including discounts on your MOT, gym and fitness, restaurants and salons, and great value saving on local bus travel.

TITLE:	Principal Private Sector Housing Officer – Licensing
DIRECTORATE:	Inclusive Growth
POST NO:	PREF105813
DEPARTMENT:	Neighbourhood Services
DIVISION:	Private Sector Housing
RESPONSIBLE TO:	Private Sector Housing Manager
GRADE:	M3

PURPOSE OF POST

- To lead on the implementation and integration of the Supported Housing (Regulatory Oversight) Act 2023, ensuring that robust policies, procedures and operational frameworks are developed, embedded and continuously reviewed in line with statutory requirements. This includes establishing effective enforcement approaches to improve standards across supported housing provision and ensure compliance across the sector.
- Undertake and oversee complex licensing cases, investigations and provide supervisory support to junior colleagues.
- Identify and assist the Private Sector Housing Manager in implementing service improvement initiatives and plan and implement, as lead officer, a range of Private Sector Housing Enforcement and service specific projects.

PRINCIPAL RESPONSIBILITIES:

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|---|----|
| <ul style="list-style-type: none">• Undertake and oversee complex licensing cases and investigations concerning alleged breaches of relevant legislation. Prepare reports and evidence for legal proceedings, liaising with the legal department and giving evidence in court. Act as Disclosure Officer in legal proceedings. Act as lead Warrant Officer. | 30 |
| <ul style="list-style-type: none">• Undertake and/or supervise special, high profile, sensitive and/or complex cases and projects designed to secure compliance with legislation or raise public awareness of specific issues. In conjunction with Private Sector Housing Manager, contribute towards continuous service improvements. Enforce all relevant legislation and carry out duties including undertaking inspections of premises to determine compliance with legislation and investigating and reporting on infringements of legislative requirements. | 25 |
| <ul style="list-style-type: none">• Lead, supervise and provide specialist technical and professional advice to a group of enforcement officers including 1-2-1s and check ins, signing off case control sheets, training and mentoring. Deputise for the Private Sector Housing Manager as required | 25 |
| <ul style="list-style-type: none">• In conjunction with the Strategic Support Officer ensure income recovery in relation to works in default, Civil Penalties, Rent Repayment Orders and service of notice fees is monitored and maximised. | 10 |
| <ul style="list-style-type: none">• Represent the service on regional or other groups and liaise with external bodies such as Fire Service, Police, Home Office, Licensing Authority and Central Government Departments (Ministry of Housing Communities and Local Government), and other local authorities, giving talks and presentations on Private Sector Housing Enforcement issues. Act as representative on Hertfordshire and Bedfordshire Housing group of officers | 5 |
| <ul style="list-style-type: none">• Provide comprehensive and professional advice to customers and colleagues on the whole range of Private Sector Housing licensing and enforcement legislation. | 5 |

DIMENSIONS:

SUPERVISORY MANAGEMENT:	In conjunction with the Private Sector Housing Manager, to be responsible for the daily supervision of a team comprising 2 x Senior Private Sector Housing Licensing Officers M2 1 x Private Sector Housing Licensing Officer L7 – M1 1 x Private Sector Housing Technical Officer (Licensing) L6 1 x Senior Private Sector Housing Officer Supported Livnig Licensing M2 3 x Private Sector Housing Officers (Licensing) L7 – M1 1 x Private Sector Housing Technical Officer Licensing L6 1 x Empty Homes Officer L7 1 x Single Family Dwelling, Hoarding & Sect 257 HMO Officer M2 0.6 FTE
FINANCIAL RESOURCES:	N/A
PHYSICAL RESOURCES:	N/A
OTHER:	Equipment such as ipad, digital camera, etc
PHYSICAL EFFORT:	The post holder will be required to be fit enough to physically handle a range of equipment on occasions.

CONTEXT:

This post sits within the Private Sector Housing division within the Neighbourhood Services department in the council. The Private Sector Housing Enforcement team is managed by the Private Sector Housing Manager. See team structure at appendix A. The team enforces housing and public health standards in the private sector.

The Principal Private Sector Housing Officer - Licensing will be one of two senior operational officers responsible for taking on, leading and , overseeing the more complex type of licensing and investigation cases and providing day to day supervision and support to junior Enforcement staff

The Service's customers are the general public, particularly those living in private rented accommodation.

The Principal Private Sector Housing Officer - Licensing will develop highly specialist expertise in order to deal with complex premises licensing, problems and contentious front line situations that they will meet. To resolve many of these problems they will require a broad range of skills and abilities including expert analytical judgment based upon operational experience, plus a robust and credible approach in order to effectively enforce regulations and legislation.

The post-holder will deal personally with a broad range of issues and will need to analyse, assimilate and present written information, including reports, on a wide range of Principal Private Sector Housing licensing and enforcement matters.

The post-holder will be required to undertake inspections of premises and may find themselves in potentially confrontational situations, which will require a high degree of tact and diplomacy and where they will be required to explain, persuade and influence landlords, businesses and individuals in the need to comply with legislation.

The post holder will be required to maintain up to date knowledge of changes to relevant building construction techniques, legislation, government guidance, council policy, best practice and departmental procedures.

RELATIONSHIP TO THE PRIVATE SECTOR HOUSING MANAGER

This role provides strong support to the **Private Sector Housing Manager**, but with a focus on operational licensing and enforcement duties. The postholder will require a very high level of technical expertise and knowledge within the area of specialism and will need to support the Private Sector Housing Manager in their overall team operational responsibilities. The role involves, in conjunction with the Private Sector Housing Manager, the day to day supervision and coaching of junior colleagues together with deputising for the Private Sector Housing Manager when directed.

WORKING ENVIRONMENT

The post holder will be required to visit a range of premises which may include insanitary conditions They must be able to work some late evenings, or early mornings (Infrequently) and work in the office at least 2 days per week.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind over's or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

PERSON SPECIFICATION

PRINCIPAL PRIVATE SECTOR HOUSING ENFORCEMENT OFFICER

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

ATTRIBUTES	ESSENTIAL	HOW MEASURED	DESIRABLE	HOW MEASURED
Experience	Substantial experience of a broad range of complex licensing cases and investigations within a Private Sector Housing Enforcement environment.	1,2	Some Court and Residential Property Tribunal experience	1,2
	In -depth experience of a full range of Private Sector Housing licensing and enforcement matters	1,2		
	Demonstrable supervisory /management experience of team of staff including their professional development and performance monitoring.	1,2	1,2	
	Demonstrable experience of developing and managing projects.			
Skills/ Abilities	Substantial communication skills able to deal effectively with all levels with a range of people/agencies/professionals and display tact and discretion in dealing with difficult inter personal situations. C	1,2	Able to use Civica APP	1,2
	Able to display sound professional judgment in undertaking complex investigations and analyses of problems/ infringements / service requirements establishing facts and taking action within legislative requirements. C	1,2		
	Able to plan activities, prioritise tasks and manage and organise resources to meet deadlines and targets. C	1,2		
	Ability to use MS Office products, eg, Word, Excel or equivalent.	1,2		

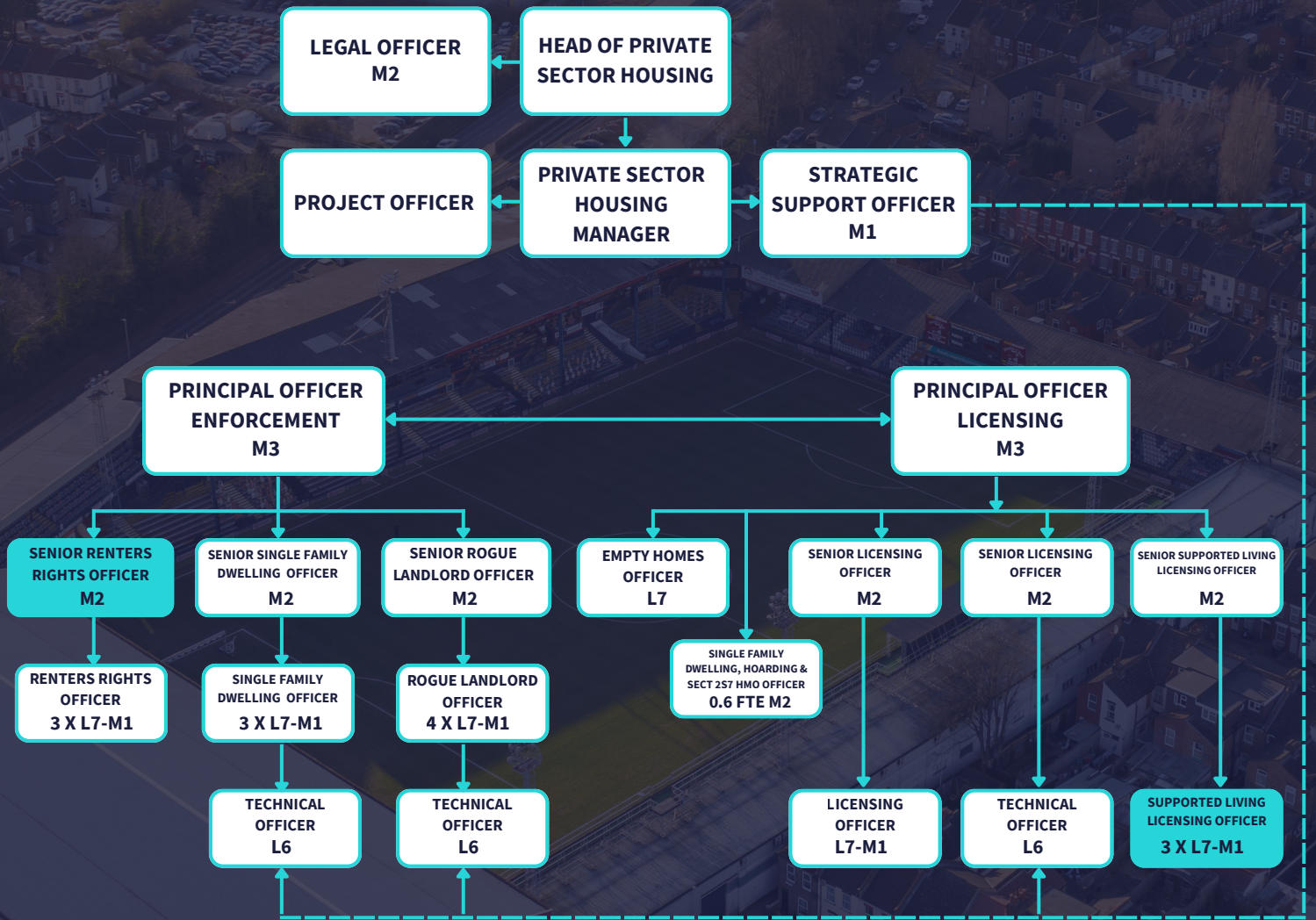
Equality Issues	Demonstrable understanding of equality issues and legislation and how these impact upon service delivery. C	1,2		
Specialist Knowledge	Substantial current knowledge of relevant legislation, regulations, codes of practice plus specialist practical and operational knowledge. C	1,2		
	Knowledge of Criminal Court procedures	1,2		
Education and Training	Educated to Diploma or Degree level or equivalent recognised qualification Evidence of continuing professional and personal development. C	1,2,4	Diploma in Management Studies or other equivalent qualification.	1,4
Other Requirements	Able to travel to different locations throughout the Borough for inspections (Weekly).	1,2		
	Able to work unsociable hours, eg, early mornings, evenings(occasional).	1,2		
	Able to be in the office for a minimum of 2 days	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)
We will consider any reasonable adjustments under the terms of the Equality Discrimination Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- Equal Opportunities,
- Health and Safety,
- Data protection Act (2021).

TEAM STRUCTURE



HOW TO APPLY

Panoramic Associates Ltd is acting as an employment agency to **Luton** on this appointment.

For a more in-depth conversation about the role please contact **Callum Gardiner** who is leading on the process.

We hope you will consider making an application for this fantastic opportunity. To make an application, you will need the following:

- A CV which is tailored for this role.
- A supporting statement that sets out your understanding of both the role and the organisation, and how your experience matches the key criteria on the personal specification.

Alternatively, you can submit your CV direct to our consultant.



Lola Balogun

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