

Role Profile

Job Title	Enforcement Officer- Compliance		
Reporting into	Team Leader – M&E Compliance		
Directorate	Property Services	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As an Enforcement Officer- Compliance, you will provide proactive enforcement services within the compliance teams.

Working collaboratively with colleagues across LiveWest, you will ensure services are delivered in line with our strategic aims, values, policies, and operational standards, and to maximise outcomes for customers and LiveWest.

Key Areas of Responsibility:

- Deliver comprehensive enforcement services within the compliance teams, ensuring all services are delivered in line with targets, budgets, policies and operational standards to deliver agreed customer service and value for money outcomes.
- Proactively and robustly assist colleagues to resolve all no access cases.
- Liaising with external agencies on a case-by-case and strategic level.
- Preparing legal paperwork and presenting court proceedings.
- Deliver and present in court DIY possession, injunction and other enforcement actions.
- Support all colleagues in developing knowledge and awareness of good practice.
- Resolving complaints and dealing with challenging situations in a calm and professional manner.
- Provide proactive and effective advice and support for colleagues to ensure the quality and consistency of case management.
- Resolving all complaints relating to service delivery.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Experience in social housing or legal related profession.
- Experience delivering specialist enforcement services and meeting KPI standards in a comparable organisation.
- Experience tackling no access and other breaches of contract at an operational level.
- Experience in representing and advocating in court - obtaining with and without notice and defended or undefended injunctions and possession orders directly on behalf of a comparable landlord organisation.
- Demonstrable experience of improving customer satisfaction.

- Knowledge of how to enhance performance or working practices to deliver improved value for money.
- Knowledge of social housing policy, good practice.
- Knowledge of Landlord and Tenant Legislation and best practice.
- Knowledge of legal casework best practice and of knowledge of quality management. Takes a flexible and adaptable approach to hours of work in order to meet customer and operational needs.
- Full valid UK driving licence.











Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- CIH / HNC in Housing or relevant equivalent expertise through experience and study.
- Evidence of continuing professional development.

Safeguarding and Lone Working:

- Basic DBS check.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.