



HOUSING PRACTITIONERS

Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hello,

Thank you for your interest in the Housing Practitioner role within Economic Growth & Housing at Sefton Council.

This is an exciting time to join us as we continue to strengthen our services and deliver high-quality outcomes for our residents, communities, and partners.

The role is an important part of our team, contributing to improving housing standards in all sectors, ensuring compliance and enhancing neighbourhoods across the borough.

We are looking for experienced and motivated **Housing Practitioners** to join our Housing Standards Team. This is a specialist role focused on improving standards protecting vulnerable residents and ensuring compliance with housing legislation and licensing requirements.

You will play a key role in investigating housing complaints, inspecting residential properties including Houses in Multiple Occupations, identifying serious hazards and disrepair, and taking appropriate enforcement action where necessary.

Working with landlords, property owners, tenants and partner agencies, you will help deliver safer, healthier homes for residents across the borough.

We look forward to receiving your application.

Clare Taylor
Housing Standards Team Manager



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.

Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded



Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.



- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

As a Housing Practitioner, you will provide expert technical advice and support on housing standards, property licensing and enforcement matters. You will manage a varied caseload, including complex and high-profile cases involving vulnerable households living in hazardous housing conditions.

The role requires a confident and resilient professional who can balance enforcement with engagement, working constructively with property owners to secure improvements while taking formal action when necessary.

Key Responsibilities



- Inspect and investigate residential properties across all risk categories to assess compliance with relevant housing legislation, licensing conditions, codes of practice and council policies.
- Identify hazards and serious defects within accommodation and determine appropriate remedial action.
- Prepare, sign and serve statutory notices and undertake enforcement action where required.
- Supervise and monitor remedial works undertaken by landlords and property owners.
- Provide specialist technical advice to residents, landlords, businesses, elected members, colleagues and partner organisations.
- Prepare detailed technical reports, schedules, costings and correspondence.
- Prepare evidence and legal bundles and represent the Council at Court and Tribunal hearings.
- Interpret complex technical documentation and provide recommendations on appropriate courses of action.
- Coordinate projects and contribute to high-risk or high-profile areas of work within the service.
- Support vulnerable residents by providing advice, guidance and practical assistance relating to housing conditions.
- Provide mentoring, guidance and support to colleagues when required.
- Manage your own workload effectively to meet service objectives and performance targets.

About You

We are looking for someone who:

- Has substantial knowledge of housing standards, private sector housing legislation and enforcement practices.
- Can confidently manage complex investigations and make informed decisions on challenging cases.
- Possesses strong communication and negotiation skills, with the ability to engage effectively with a wide range of stakeholders.
- Has excellent report writing and evidence-gathering skills.
- Is able to present evidence professionally in court, tribunals and formal hearings.
- Demonstrates resilience, tact and diplomacy when dealing with difficult situations and vulnerable residents.
- Can work independently with minimal supervision while contributing positively to a team environment.
- Has strong organisational skills and the ability to prioritise competing demands.

What We Offer

- The opportunity to make a meaningful difference to residents and communities.
- A varied and rewarding workload with exposure to complex and challenging cases.
- Ongoing professional development and training opportunities.
- A supportive team environment committed to continuous improvement.
- The chance to contribute directly to improving housing standards and protecting vulnerable residents.

Join us and help create safer, healthier homes and stronger communities.



Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills



- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Sunday 23rd August 2026**

Provisional interview dates are **week commencing 14th September 2026**

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

Appendix A – Job Description and Person Specification

JOB DESCRIPTION

<u>Service:</u>	Regeneration & Housing
<u>Location:</u>	Magdalen Hs/Agile
<u>Section:</u>	Housing and Investment Services
<u>Team:</u>	Housing Standards
<u>Post:</u>	Housing Practitioner
<u>Grade:</u>	I
<u>Responsible to:</u>	Senior Housing Practitioner
<u>Responsible for:</u>	There are no direct reports

Job Purpose

To provide technical support in the undertaking of the duties performed by the Housing Standards Team, in particular inspecting private residential premises, identifying serious repair defects and compliance with licensing scheme conditions, taking appropriate action so that such defects are removed and licensing conditions are met, including enforcement action under the direction of the Team Manager/Senior Housing Practitioner. Work with property owners to improve general housing conditions.

This is a specialist role which responds to often complex cases involving vulnerable households living in hazardous housing conditions.

To deliver the following outcomes



1. To provide detailed technical advice/knowledge in relation to the functions of the team to senior officers and customers.
2. To enforce relevant legislation and licensing conditions, provide advice to businesses, tenants, occupiers, owners and other customers, relevant to the responsibilities of the team, under the general direction of the Team Manager/Senior Housing Practitioner.

Main Duties and Responsibilities:

The post holder will contribute to the delivery of a service plan, for their team and Service, which will be managed through a performance framework.

The post holder will be required to:

1. Investigate, inspect, analyse, premises in all risk categories within the purview of the work of the Section, to ascertain compliance with appropriate Legislation, Codes of Practice, Policies and Procedures etc.
2. Plan, organise and prioritise own workload and ensure that performance targets are met.
3. Liaise with the general public, occupiers, tenants, owners, landlords, agents, members of the Council and partner agencies in a courteous and helpful manner at all times.
4. Revisit land/premises to identify compliance with previously issued formal/informal requirements of the Section.
5. Supervise remedial actions relevant to the work of the Section.
6. Prepare reports, costings, and schedules, undertake correspondence, conduct interviews, prepare and/or give evidence/advice, attend Court/formal hearings/inquiries associated with the work of the Section.
7. Provide detailed reports of a technical nature on activities undertaken and draft technical schedules forming the basis of Statutory Documents, within the purview of the Section.
8. Give expert technical advice to the customer, officers and Members of the Council and outside agencies on work areas within the purview of the Section, including complex cases requiring high level of technical expertise.



9. Carry out monitoring/analysis with specific technical equipment related to work within the purview of the Section.
10. Provide expert interpretation of technical documents, identify their likely implications and make recommendations for appropriate courses of action, in relation to work within the purview of the Section.
11. Co-ordinate projects, related to the work of the Section.
12. Prepare, sign and serve Statutory Notices within the purview of the work of the Section.
13. Undertake identified additional responsibilities, in the development and completion of an identified and significant "High Risk/High Profile" work area of the Department.
14. Visit tenants/occupiers in their own homes to undertake duties of the post.
15. Deal with vulnerable residents and provide them with advice, help and support in relation to the duties of the post.
16. The post holder will sometimes be required to deal with stressful circumstances or clients who don't want to engage and will need to show tact, diplomacy, tenacity and emotional resilience to resolve such cases.
17. Prepare evidence/bundles for Court/Tribunals and present such evidence at court or hearings.
18. The post holder will be expected to perform the above duties without the need for general guidance from the appropriate Senior Housing Practitioner.
19. The post holder will be responsible for making a decision on more complex cases but has the ability to discuss very complex cases, which are expected to be few in number, with the Senior Housing Practitioner and the Housing Standards Team Manager.
20. The post holder will be required to provide guidance and support to other team members when requiring assistance.
21. Carry out other duties of a similar nature commensurate with the grading of the post.

**Special Conditions**

Attendance at evening meetings of the Council's Committees and Resident or Interest Group meetings may be a feature of this post.

Dealing with very vulnerable clients, some with complex needs will be a feature of this post.

A casual car user's allowance is available. The post holder must hold a current driving licence.

(1) General

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The post holder will be expected to comply, observe and promote the equal opportunities of the Council.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.



Since confidential information may be involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

Note: Where the post holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

Prepared By: Neil Davies

Designation: Service Manager Housing & Investment Services

Date: August 2017



PERSON SPECIFICATION

POST : Housing Standards Team - Housing Practitioner

Post No:

*Service : Investment & Housing Services
Standards*

Team : Housing

<i>PERSONAL ATTRIBUTES REQUIRED</i>	<i>ESSENTIAL (E) OR DESIRABLE (D)</i>	<i>HOW ASSESSED</i>
<i>Qualification</i> <i>A Degree in a relevant subject (e.g Environmental Health, Building Surveying)</i> <i>Possession of the certificate in Housing Health & Safety Rating System</i>	<i>D</i> <i>E</i>	<i>AF/I/C</i> <i>AF/I/C</i>
<i>Experience</i> <i>Minimum of 2 years' experience of housing enforcement.</i> <i>Previous experience in inspection and surveying of premises for eg (assessment of environmental</i>	<i>E</i>	<i>AF/I/T</i>



<i>conditions maintenance/ refurbishment purposes).</i>	<i>E</i>	<i>AF/I/T</i>
<i>Experience in the preparation of concise accurate reports, statutory notices and / or costing of schedules of work.</i>	<i>D</i>	<i>AF/I/T</i>
<i>Experience of fire safety requirements in Houses in Multiple Occupation / Purpose built flats.</i>	<i>D</i>	<i>AF/I</i>
<i>Experience of using a Windows based Computer package and programmes (e.g.) Word, Excel, etc</i>	<i>E</i>	<i>AF/I</i>
<i>Experience of dealing with the public or providing services to customers</i>	<i>E</i>	<i>AF/I</i>
<i>Knowledge / Skills / Aptitudes</i> <i>Skills</i> <i>Highly developed interpersonal and communication skills enabling effective communication of complex and contentious information with a diverse range of individuals, including, professionals, Elected Members and the general public.</i>	<i>E</i> <i>E</i>	<i>AF/I</i> <i>AF/I</i>



<i>Ability to work effectively as part of a team with the minimum of supervision and to use own initiative.</i>	E	AF/I
<i>Computer literate including knowledge of “Flare” or similar databases</i>		
<i>Knowledge</i>	D	AF/I
<i>Knowledge and understanding of planning and delivery of inspection programs.</i>		
<i>Knowledge and understanding of Housing legislation and it’s use in enforcement processes</i>	E	AF/I
<i>Aptitudes</i>		
<i>Ability to exercise highly developed interpersonal caring skills in order to meet the more demanding needs of vulnerable clients.</i>	E	AF/I
<i>Ability to exercise highly developed advisory, guiding, negotiating or persuasive skills in order to encourage others to adopt a particular course of action.</i>	E	AF/I



<i>Special Requirements</i> <i>Full driving licence with access to own car for business purposes</i> <i>Willingness to work outside normal office hours as and when required</i> <i>A level of physical mobility to undertake work on sites of difficult terrain and access hard to reach areas (eg lofts)</i>	<i>D</i> <i>E</i> <i>E</i>	<i>AF/I/C</i> <i>AF/I</i> <i>AF/I</i>

KEY: AF Application Form

I Interview

C Certificate

T Test

P Presentation

