



Job description			
Job title	Enforcement Officer – Empty Homes		
Grade	J		
Directorate	Regeneration & Economic Development		
Service/team	Strategic Housing		
Accountable to	Allocations and Temporary Accommodation Service Manager		
Responsible for	Not applicable		
JE Reference	A2506	Date Reviewed	20/06/2025

Purpose of the Job

The post-holder will pro-actively identify and prioritise empty homes and work with their owners to bring the properties back into use.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Responsible for identifying long-term empty properties and determining which cases are a priority for intervention.
2. Determine the most appropriate course of action and the relevant priority for dealing with an empty property, and initiate action, ensuring cases are actively progressed and their status is regularly monitored, reviewed and reported.
3. Dealing with enquiries and providing advice regarding empty properties, including regulation, loans and grant aid, initiatives available to bring empty properties back into use and advice on occupation and management of properties.
4. Communicate with a range of internal and external stakeholders (such as Housing Solutions, Building Control and Planning Officers, Council Tax, Empty Homes Agency etc) to develop best practice and ensure an appropriate comprehensive approach to cases.
5. Maintain comprehensive and accurate records of cases, performance information and statistics.



6. Prepare and present evidence for court, public enquiries and tribunals to give evidence as required.
7. Carry out and participate in training to spread good practice and share knowledge and experience.
8. Promote and publicise the work of the team in relation to empty residential properties and participate in promotional and consultation events.
9. Maintaining a comprehensive working knowledge of relevant legislation, best practice, codes of practice, circulars, policies and technical developments.
10. Provide a high-quality service for our residents, staff, managers, and external partners.
11. Participate and support wider strategic housing activities in support of achieving the council's housing strategy objectives.
12. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.