



## Job Profile

<b>Job Title:</b> Access and enforcement Officer	<b>Grade:</b> SSA SO2
<b>Section:</b> Support Services, Housing Management	<b>Directorate:</b> Resident Services
<b>Responsible to following manager:</b> Principal Support Services Officer	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> TBC	<b>Date:</b> February 2026

### Working for the Richmond/Wandsworth Better Services Partnership

This role is employed under the Better Services Partnership between Richmond and Wandsworth Councils. The overall purpose of the Better Services Partnership is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Better Services Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

To provide support to the compliance teams by arranging access to tenanted properties to carry out inspections, essential maintenance work and repairs, with the primary focus on gas servicing and electrical safety checks.

### Specific Duties and Responsibilities

1. You will be responsible for ensuring that access to tenanted properties is obtained for health and safety issues, including annual gas servicing, electrical safety inspections and remedial works.



2. You will identify all cases where access has not been obtained despite following the standard access procedure. You will then contact those residents by telephone, in writing or by home visits. Where required, you will carry out home visits outside of normal office hours.
3. For complex cases, you will work closely with other departments and external organisations such as the area teams, housing co-ops, adult services and mental health teams to ensure access is given.
4. You will arrange forced entries and, where appropriate, instruct the South London Legal Partnership (SLLP) to obtain injunctions.
5. You will undertake any training necessary for the duties outlined in this role and develop an understanding of the statutory framework underpinning the access and enforcement regime.
6. You will maintain detailed records and ensure that necessary databases are updated promptly and accurately. You will liaise with the relevant compliance officers to ensure that all certificates received have been completed correctly and if there are any inaccuracies return them to the contractor for correction.
7. You will produce monthly reports identifying the cases where access has not been gained, and outline the action taken. The reports will be shared with all relevant managers.
8. You will be required to work on your own initiative with minimal supervision. You will be responsible for prioritising your own workload to meet agreed deadlines whilst following established procedures.
9. Any repairs reported to you during the access process are to be promptly referred to the appropriate team for action.
10. You will attend meetings with contractors as necessary.

#### **Generic Duties and Responsibilities**

11. To contribute to the continuous improvement of the services of the Richmond and Wandsworth Better Service Partnership.
12. To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
13. To adhere to security controls and requirements as mandated by the BSP's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
14. To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
15. To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
16. The Better Services Partnership will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

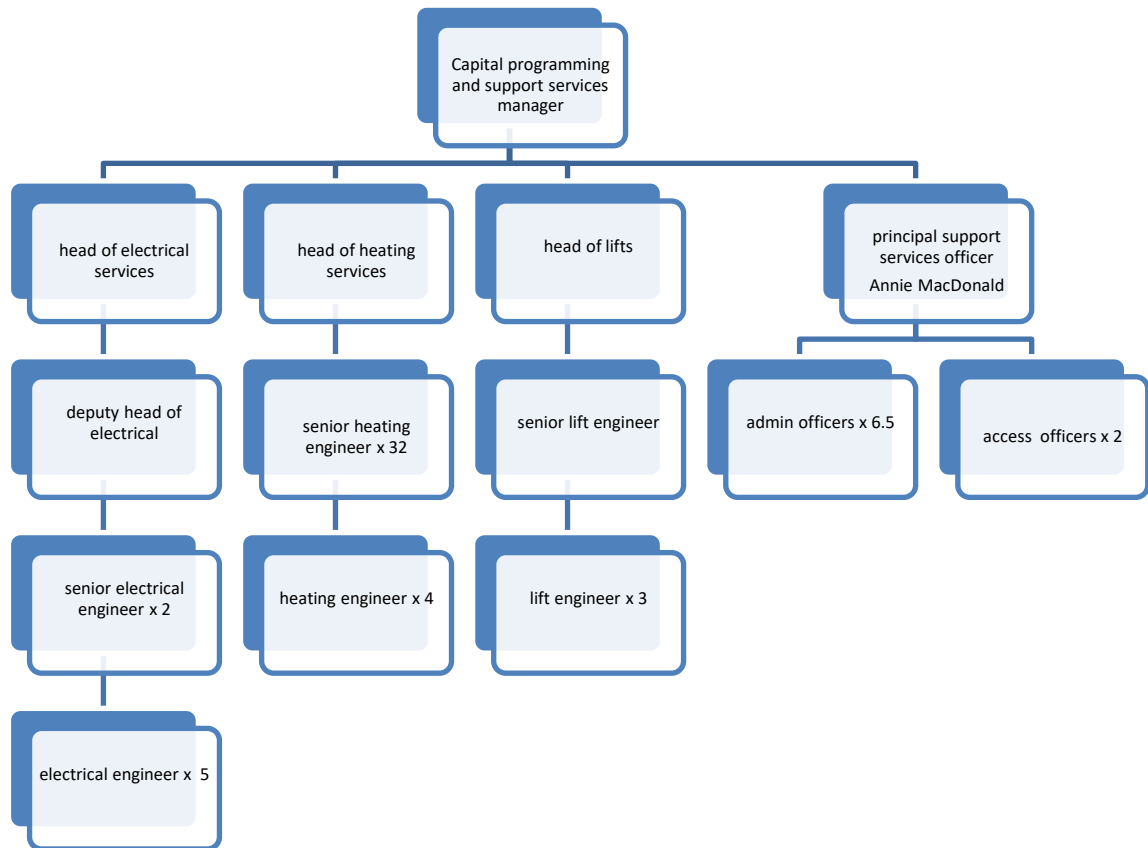


17. The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

- 18. Must be available to work outside of office hours on occasion.
- 19. Undertakes available training opportunities and shows a commitment to continuous development, maximising potential and ensuring the efficient delivery of Council services, and participating in the staff development and appraisal scheme.

**Current team structure**





## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please familiarise yourself with our [Values](#) as they are an integral part of our recruitment and selection process.

			Assessed by A/I/T/C (see below for explanation)
Person specification requirements	Essential	Desireable	Assessed
A basic understanding of landlord requirements relating to gas servicing and electrical safety certificates.	X		A, T & I
An understanding of ordering works and services and invoicing processes	X		A, T & I



An understanding of, and commitment to, the council's equality, diversity and inclusion policies	X		A, T & I
<b>Experience</b>			
Experience of communicating effectively with the public and contractors over the phone, in writing and face to face.	X		A, T & I
Experience of using and interrogating various IT systems, including Microsoft Office.	X		A, T & I
Experience of maintaining and storing accurate records.	X		A, T & I
<b>Skills and abilities</b>			
The ability to prioritise and manage your workload whilst meeting tight deadlines	X		A, T & I
Good written and verbal communication skills and the ability to communicate with a wide variety of people.	X		A, T & I
The ability to interrogate data to provide regular written reports	X		A, T & I
A willingness and ability to learn IT skills relevant to the post	X		A, T & I

<sup>1</sup> These values and behaviours will be developed further as the BSP becomes established.