

Regulatory Services Officer (Support Officer)

Service	Reporting to	Location	Grade
Regulatory Services	Regulatory Services Lead Practitioner	Civic Centre, Swinton, Salford (Hybrid)	2B (currently £27,254 - £29,064)

About the role

To contribute to the delivery of the service's functions to protect and promote the health, safety and wellbeing of residents and visitors to Salford, and to support the maintenance and growth of Salford's economy by working with businesses, consumers, service providers and other stakeholders to ensure that they can engage in trade, access services and accommodation in safety and with confidence.

The role is a generic role, at Support Officer level, across the Regulatory Services Team. The role holder will support the Enforcement Hub, which consists of enforcement bodies from within and outside of the local authority. The role will primarily be operating within a designated focus area of responsibility, but there may be a need to support multi-skilled teams who work in partnership to bring about quick and satisfactory resolutions to issues that arise within the City, in accordance with our Strategies, policies and practices. The role holder will work alongside other Support officers, benefitting from support and guidance from level 1 officers, and direction and supervision from a Lead Practitioner.

This Role will be carried out in accordance with the Directorate Annual Business Plan and the overall policy of the Council. The post holder will model and promote the city councils values in all aspects of their duties.

Key outcomes

1. To support Lead Practitioners and Service Managers in delivering operational solutions to area based and thematic challenges across Regulatory Services in order to meet the aims and objectives set out in the City Councils Values, Strategies and Directorate Business Plan.
2. To support in the procurement, monitoring and delivery of assigned tasks both individually and as part of formal and informal teams.
3. To support and assist internal and external colleagues to secure the completion of agreed work programmes.
4. To undertake all duties in full accordance with the relevant procedures and standing orders, ensuring that all relevant financial and statutory matters are dealt with promptly.
5. The post holder will be assigned to a focused area of work within Regulatory Services but will also be expected to work effectively with officers from other service areas as required.

6. To appropriately apply knowledge and experience to real world situations with a view to ensuring compliance with relevant minimum standards and the promotion of established best practice.
7. To manage own allocated workload effectively including, where appropriate, working outside normal hours.
8. To attend relevant meetings as required, supporting the objectives of the Service and the City Council.
9. To communicate effectively and appropriately with all stakeholders in an understandable and accessible manner to ensure their understanding, engagement and involvement with relevant work programmes and projects.
10. To undertake such additional duties that may arise appropriate to the delivery of the service and as are reasonably commensurate with the level of the post.
11. To take a full and active role in the implementation of own training and personal development, keeping informed of developments across Regulatory Services. Where necessary to actively support the training & development of colleagues and teams at all levels.
12. To contribute to and demonstrate a commitment to relevant policies of the City Council.

What we need from you

Knowledge

Possessing the appropriate level of knowledge of relevant legislation and technical matters including practical application. The level will be commensurate with the skill area the post is within.

Skills

Having good interpersonal, communication, literacy, numeracy and digital skills to a standard acceptable to effectively carry out the role.

The ability to gather and analyse information from a range of sources, drawing reasoned conclusion, identifying options for action and where asked, to make appropriate recommendations. Updating and maximising computer systems and keeping accurate records.

The ability to be confident in a way that is appropriate, fair and proportionate to the role.

Experience

To have experience in the use of computer and mobile technologically based applications, where the experience gained would be of benefit to the role.

Experience of working with a range of stakeholders such as customers, agencies, elected members, community groups and third sector organisations. Including an understanding of various services and referral pathways available to customers and offenders to assist them in their home and work life.

Attributes and Behaviours

There is an expectation that all employees demonstrate our values of Pride, Passion, People, and Personal responsibility in all aspects of their duties.

#HappytoTalkFlexible



Salford City Council

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.