



# Regulatory Services Officer Trainee

Service	Reporting to	Location	Grade	Salary	Hours
Regulatory Services	Lead Practitioner	Civic Centre, Swinton	Apprentice	2C	36 hours per week

## About the role

Regulatory Services serves 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 they can engage in trade, access services and accommodation in safety and with confidence.

Your 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 council's values in all aspects of their duties.

Your role will:

- Assist Regulatory Services Officers in developing 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.
- Following supervision and training - assist in the procurement, monitoring and delivery of assigned tasks both individually and as part of formal and informal teams.
- Following supervision and training - appropriately apply technical knowledge and experience to real world situations with a view to ensuring compliance with relevant minimum standards and the promotion of established best practice; by supporting stakeholders in problem solving and encouraging excellence.
- Following supervision and training – take appropriate formal and informal action to ensure compliance with relevant standards and promote improvement and adoption of best practice by stakeholders through advice, persuasion, negotiation and enforcement in line with the Council's Enforcement and Prosecution Policy and scheme of delegation.
- Following supervision and training – develop an understanding of emerging trends or patterns which may impact on the operational work of the service, and /or need to be addressed at a policy or strategic level, and to highlight emerging trends or patterns to the Lead Practitioner.
- Following supervision and training - assist and participate in the collation and seizure of all types of relevant evidence, conduct interviews, issue warnings and notices to facilitate the fair and proportionate use of enforcement powers and, where necessary, to secure positive outcomes from all subsequent legal proceedings.
- Conduct basic investigations and assist with in the preparation and collation of detailed case and prosecution files for submission to the legal team, and where appropriate attend court,

Job code:

Job score:

Date of evaluation:

**#HappytoTalkFlexible**



tribunals and public inquiries and present necessary evidence, where appropriate give support to witnesses/victims.

- To attend relevant meetings with other directorates, or outside bodies as required, to promote the objectives of the service and the city council.

## Key outcomes

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- Help to build a knowledge and understanding of service delivery within Regulatory Services and to develop a range of competencies to contribute to the delivery of the service's functions.
- Help to build an understanding of relevant procedures and standing orders and to ensure all duties are undertaken in full accordance with these policies, ensuring that all relevant financial and statutory matters are dealt with promptly.
- Be able to give advice and assistance and develop the ability to provide technical support to internal and external colleagues, to secure the completion of agreed work programmes.
- Manage own allocated workload effectively including, working outside normal hours where appropriate.
- Develop communication skills to enable appropriate and effective communication with all stakeholders to ensure their understanding, engagement and involvement with relevant work programmes and projects, including providing technical information relating to the apprentice officer's area of work that is accessible and understandable.

## What we need from you

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- To model and demonstrate our values and behaviours.
- A strong commitment to team working, to work effectively with others with limited supervision.
- Be able to adapt and adjust to changes in work priorities and instructions.
- Good written and verbal communication skills.
- Ability to work with people at all levels, capabilities and attitudes.
- Computer skills, including knowledge of internet, email and Microsoft Office Applications.
- To take a full and active role in the implementation of your own training and personal development, keeping abreast of developments across Regulatory Services.
- The ability to be assertive in a way that is appropriate, fair and proportionate.
- To be able to access and inspect all areas of the city in a timely manner. This will include a range of buildings and properties including accessing uneven ground. The post holder will be expected to undertake calibration and maintenance of equipment.
- The ability to research, gather and analyse information and evidence from a wide range of sources. Draw reasoned conclusion, identify options for action and make considered and appropriate recommendations for action. Updating and maximising computer systems and keeping accurate records.
- An ability and eligibility to obtain a Regulatory Compliance Officer apprenticeship at a Level 4.
- An ability and eligibility to obtain a Level 2 in Maths and English, unless exempt.

# What we can offer you

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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

It will be a condition of your employment that you are required to enrol, attend and attain a level 4 Regulatory Compliance Officer apprenticeship standard qualification and level 2 English and Maths (unless exempt)

## 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

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**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

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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.