Salford City Council

Role profile

Regulatory Services Officer (Level 1)

Service	Reporting to	Location	Grade
Regulatory Services	Lead Practitioner	Agile (Civic Campus / Home)	3C

About the role

The role is a generic role, at level 1, across the Regulatory Services Team. The role holder will operate within 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 will be a need to operate within multi-skilled teams working 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 level 1 officers, benefitting from support and guidance from level 2 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.

- To assist Lead Practitioners and Service Managers 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.
- Assist in the procurement, monitoring and delivery of assigned tasks both individually and as part of formal and informal teams.
- 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.
- The post holder will be assigned to a focused area of work within Regulatory Services but will also be expected to work across other areas as required.
- To 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.

- To take appropriate formal and informal action to ensure compliance with relevant minimum standards and promote improvement and the 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.

- To be alert for, and highlight to the Lead Practitioner any 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.

- To collate and seize 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.

- Prepare and collate detailed case and prosecution files for submission to the legal team and where appropriate attend Court, Tribunals and Public Inquiries and present necessary evidence, where appropriate give support to witnesses/victims.

- To give technical support and advice and assistance to internal and external colleagues to secure the completion of agreed work programmes.

- To manage own allocated workload effectively including, where appropriate, working outside normal hours.

- To attend relevant meetings with other Directorates, or outside bodies as required, to promote the objectives of the Service and the City Council.

- To communicate effectively and appropriately with all stakeholders to ensure their understanding, engagement and involvement with relevant work programmes and projects including providing technical information relating to the officers area of work that is accessible and understandable.

- 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.

- To identify new opportunities for income generation and maximising take up on existing income generation schemes.

- To take a full and active role in the implementation of own training and personal development, keeping abreast of developments across Regulatory Services. Where necessary to actively support the training & development of colleagues and teams at all levels

- To contribute to and demonstrate a commitment to relevant policies of the City Council

Key outcomes

- 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.

What we need from you

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.

Good interpersonal and communication skills to effectively carry out the role.

To demonstrate the required competency requirements necessary to effectively carry out this role within the specific post holder's service area

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.

The ability to be assertive in a way that is appropriate, fair and proportionate.

Excellent literacy, numeracy and digital skills to a standard acceptable for the institution of legal proceedings where necessary.

Ability 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 undertake calibration and maintenance of equipment.

Experience, working within a regulatory or enforcement or other employment discipline where the experience gained would be of benefit to the work of the Regulatory Services function. Demonstrating a track record of successful outcomes, as a result of this experience.

A demonstrable track record 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.

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

Required skills and behaviours:

- **Customer Focus**—focusing on and responding to customer needs by displaying sensitivity and understanding of customers' situation, asking questions to check on own understanding of customer situation/needs. Following through to ensure that action is taken and issue(s) resolved, keeping customers informed.
- **Quality & Excellence**—delivering high quality work and taking pride in completing a task well. Taking action to address errors and mistakes
- **Personal Development**—managing own performance and development. Being aware of own strengths, areas where development is needed, and motivations and then taking responsibility for own development.
- **Change and Improvement**—wanting to improve and look for ways to improve the way things are done to increase the quality of service delivery.
- **Teamwork**—working co-operatively with others by readily sharing ideas, information and knowledge, to help others to deliver good services
- **Communication**—being effective in writing, speaking and listening. Asking open and relevant questions to gain information and understanding. Demonstrating active listening and understanding via summarising and producing written communications that are clear, fluent, concise and readily understood
- **Integrity and Trust**— acting with tact and diplomacy, maintaining high ethical standards. Judging when matters are sensitive to others and being aware of confidentiality.
- **Adaptability & flexibility**—being open to new ways of working and demonstrating flexibility
- **Decision making and judgement**—making informed decisions by getting and using as much reliable information and relevant facts as possible
- **Information gathering**—data and personally gathering information, checking what is required and ensuring accuracy
- **Technical knowledge**—knowing the features and benefits of own products and services
- **Leadership**—acting on own initiative, especially in the absence of a manager, taking ownership and seeing things through to a successful conclusion.
- **Self Awareness**—recognising areas of work performed well and those that need to be improved.

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.



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.

Role details

Completed by:

Date:

Job code: ERS00067

Job score:

Date of evaluation: 20th October 2016