

Generic Role Profile

Regulatory Services Officer (level 1)

Report To

Regulatory Services Lead Practitioner

Role Purpose

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.

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.

Main Responsibilities/Accountabilities

1. 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.
2. Assist in the procurement, monitoring and delivery of assigned tasks both individually and as part of formal and informal teams.
3. 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.
4. 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.
5. 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.
6. 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.

7. 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.
 8. 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.
 9. 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.
 10. To give technical support and advice and assistance to internal and external colleagues to secure the completion of agreed work programmes.
 11. To manage own allocated workload effectively including, where appropriate, working outside normal hours.
 12. To attend relevant meetings with other Directorates, or outside bodies as required, to promote the objectives of the Service and the City Council.
 13. 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.
 14. 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.
 15. To identify new opportunities for income generation and maximising take up on existing income generation schemes.
 16. 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
 17. To contribute to and demonstrate a commitment to relevant policies of the City Council
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Person profile

Essential

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 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.

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

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 undertake calibration and maintenance of equipment.

Experience

To have 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.

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.

Pride—demonstrating pride in the role that you play in providing service to the people of Salford; taking pride in your work—taking ownership and getting it right the first time every time and accepting the trust and responsibility invested in you as an ambassador for the city.

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.

Passion--being optimistic and ambitious for the city and its people, being creative and positive about change and making the most of opportunities. It involves generating new ideas, demonstrating initiative and sharing best practice. It requires developing strong relationships and joint working with partners and others to deliver the best possible outcomes for the people of Salford and engaging with others in a positive way to change and improve how we work. It means generating new ideas, demonstrating initiative and sharing best practice.

Required skills and behaviours:

- **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

People--respecting and caring for others, treating everyone fairly, listening and acting on the things people say. It is putting residents and others at the heart of what you do—doing things with people not to them and treating all colleagues, partners and residents with the dignity and respect that they deserve. It involves recognising and valuing the contribution that others can make to the work that you do.

Required skills and behaviours:

- **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.

Personal responsibility--being honest, taking responsibility and ownership for your actions and decisions and using resources that you are trusted with wisely. You are able to explain your actions and decisions to others, addressing issues and providing solutions. It involves contributing to solving problems, changing how we do things and delivering the best possible outcomes; using the resources available to you effectively and efficiently; looking for opportunities to do things better.

Required skills and behaviours:

- **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.

Context

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.
