

Generic Role Profile

Regulatory Services Officer (level 2)

Report To

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, and on occasion lead on specific elements within, a focused area of work within Regulatory Services but will also be expected to work across other areas as required. The post holder will provide coaching, guidance and constructive challenge to colleagues as needed.

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.

5. To provide in-depth advice to Lead Practitioner, colleagues and customers on technical and regulatory issues relating to the area of work on which the post holder is focused.
6. 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.
7. 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 Policy and Scheme of delegation.
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 any subsequent legal proceedings.
9. Prepare and collate detailed case and prosecution files for submission to the legal team and where appropriate attend Court, Civil hearings, Tribunals and Public Inquiries and present necessary evidence, where appropriate give support to witnesses/victims.
10. To give detailed 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 and develop proposals for 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

Person profile

Essential

Knowledge

Possessing an extensive and in-depth 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 excellent 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 where asked, to make appropriate recommendations. 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.

Having the ability to deliver projects, utilising one's own knowledge and experience. Solving problems in innovative ways and operating on own initiative with minimal direct supervision within established policy frameworks.

Having the ability to use critical thinking and coaching, guiding and providing constructive challenge to support the thinking and development of colleagues.

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 extensive 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 comprehensive 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.

Context

The role is a generic role, at level 2, 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 specialist area applied for but on occasions there will be the 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 level 1 and level 2 officers, at the direction of a Service Manager and under the supervision of a Lead Practitioner.
