



## Stockport Council Job Description

**Post Title:** Public Safety and Protection Officer (SO3)  
**Service Area:** Public Protection  
**Directorate:** Place Management and Regeneration  
**Team:** Commercial (workplace h&s)

**Salary Grade:** SO3

**Post Reports to:** Operational Manager

**Post Responsible for:** Supervision of case managers with responsibility for caseload of a more complex nature or provision of technical expertise to colleagues, officers or partners.

### Main Purpose of the Job:

To be responsible for own team and their workload, with some requirement to hold a caseload which is more complex and requires extensive cross-departmental or cross-agency working or technical expertise to teams working across the Borough.

\*The service integrates a diverse range of statutory duties on environmental and trading standards, licensing and consumer protection with the council's crime and disorder management function. There is a requirement to provide technical specialist advice or support on procedural matters to case managers across the Borough.

### Summary of responsibilities and key areas:

1. To contribute to the achievement of the key objectives for public and environmental safety in the most efficient and effective way, both within the post holder's specific remit and across the section and Council as a whole.
2. To manage as directed a team whose workload may be diverse in nature and to do so in compliance with legislation, guidance, policies and good professional practice. The work will include but is not limited to responding to complaints about public nuisance, supervision and undertaking inspections and investigatory work, taking decisions on enforcement action in collaboration with professionals within and external to the council, monitoring compliance with licensing terms, presenting information at meetings and committees and carrying out other duties commensurate with the grade.
3. To lead and support a team ensuring that performance standards and deadlines are met and to fulfil the roles and responsibilities required.
4. To ensure compliance with all health, safety and welfare requirements and responsibilities within the role.
5. To take decisions on prioritisation of work, determine methods for gathering evidence, serve notices and produce reports, statements and case files and preparing evidence for court and legal proceedings as and when required.
6. To contribute to and participate in the planning, implementation and review of project work, surveys and sampling programmes, providing or acquiring appropriate levels of technical support as needed to meet required evidential standards.
7. To prepare service and team plans and ensure enforcement and procedural manuals are up-to-date and reflect changes in regulation (including deregulation)
8. To work with customers and people and ensuring compliance with any deadlines or reporting on progress of cases, in compliance with data protection and privacy regulations, provided this does not

compromise any ongoing or concluded investigation, or the safety and wellbeing of others.

9. To liaise with colleagues and legal advisors and comply with legal proceedings as required.
10. To supervise inspections of a range of premises to ensure compliance with all public protection legislation and licensing controls as needed.
11. To report on activity and contribute to all monitoring, review and data management activities in compliance with an overall obligation of continuous improvement.
12. Participate in meetings within the council and externally as required.
13. To undertake such duties outside normal working hours as may be required by the nature of the service.
14. To participate in the out of hours emergency call-out service.
15. To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.
16. To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.
17. To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account

#### **Job activities:**

These roles have a high degree of specialist knowledge and also carry a caseload or lead role within the service.

#### **Additional duties:**

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.



## Stockport Council Competency Person Specification

**Post Title:** Public Safety and Protection Officer (SO3) Workplace h&s

**Directorate:** Place Management and Regeneration

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions or additional assessments (tests, presentations etc.) will be broadly based on the criteria below.

Competency	SCORE					Essential or Desirable
	0	1	2	3	4	
Extensive experience in workplace h&s regulation & enforcement						Essential
Experience in food safety						Desirable
Experience of undertaking criminal investigations						Essential
Experience in the use and application of legal rules and procedures on investigating and taking remedial action on one or more aspects of public protection and community safety.						Essential
Excellent judgement coupled with an extensive knowledge of a wide range of enforcement techniques and regulatory sanctions and their efficacy in practice.						Essential
Experience of planning, organising and prioritising workloads to satisfy performance targets and meet deadlines.						Essential
Ability to manage and lead multi-disciplinary teams and promote a culture of problem-solving to achieve successful regulatory outcomes.						Essential
Able to influence, negotiate and encourage others, resolve conflict and deal effectively with challenging situations.						Essential
Able to analyse and interpret complex information and data in order to summarise and present to others and inform decision-making.						Essential
Excellent verbal and written communication skills with the ability to present information coherently and concisely to different audiences.						Essential
Competent and qualified in accordance with the Food Law Code of Practice 2017.						Desirable
Ability to recognise and manage customer expectation, handle complaints and to provide and receive feedback.						Essential
Understanding and responding appropriately to the needs of a diverse range of people making recommendations on referral for additional support as needed.						Essential
Understands and actively supports Stockport Council's diversity and equality policy						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential
Full Driving License and access to a car for work purposes						Essential

**Scoring key**

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 – Exceptional