**Manchester City Council**

**Role Profile**

**Neighbourhood Officer Level 1, Grade 6**

**Compliance & Community Safety Service, Neighbourhood Directorate**

**Reports to: Neighbourhood Team Lead**

**Job Family: Compliance and Regulation**

**Key Role Descriptors:**

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high quality service.

The role holder will be involved in enforcing standards and/or regulating community activity.

The role holder will have an understanding of the impact of statutory regulations, legislation and national guidelines on core regulatory activities.

The role holder will be responsible for advising the public and external stakeholders on compliance and regulatory processes.

**Key Role Accountabilities:**

Support with the delivery of Manchester City Council’s statutory enforcement obligations and where necessary liaise with other Council departments or relevant bodies.

Deal effectively with requests within designated timescales and maintaining accurate records of all relevant investigations, inspections and meetings.

Provide technical and legislative advice in interpretation and enforcement of relevant legislation to officers across the Organisation. Assist in the review and translation of statutory regulations, legislation and national guidelines.

Work closely with key stakeholders to develop and maintain effective partnerships, linkages and greater coordinated working ensuring effective community and member engagement and clear channels of communication

Ensure that complex information is interpreted to a high standard and potential solutions are communicated to relevant parties

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The role is based within the Compliance, Enforcement and Community Safety Service which sits within the Neighbourhoods Directorate.

The purpose of the role is to carry out the delivery of Manchester City Council’s statutory enforcement obligations in relation to the Neighbourhood Areas and where necessary liaise with other Council departments, partners or relevant bodies. Deal effectively with requests for service within designated timescales and maintaining accurate records of all investigations and inspections. Using the relevant legislation effectively, to safeguard residents, neighbourhoods, and businesses.

Work effectively with other neighbourhood focused services to deliver effective neighbourhood management in line with authority strategies and policies, ensuring a consistent approach is taken across the city.

The role holder will be required to work closely with key stakeholders to develop and maintain effective partnerships, linkages and greater coordinated neighbourhood working with other authority services, ensuring effective community and member engagement. Ensuring an understanding and appreciation of how the work of the team impacts upon the authority's corporate aims, objectives and desire to improve Manchester as a City.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.
* **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical Requirements (Role Specific)**

* An understanding of legislation relevant to neighbourhood management and a practical approach to its application
* To be able to implement a wide range of interventions to secure compliance.