

**Manchester City Council
Role Profile**

**Neighbourhood Officer Level 2 (CSC&E), Grade 7
Neighbourhood Services, Growth and Neighbourhoods
Directorate**

**Reports to: Neighbourhood Team Lead (Night Time Economy)
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 Neighbourhood Services. 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 roleholder 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.

The Neighbourhoods Service

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe and green neighbourhoods where people choose to live, with access to employment opportunities and a high quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is described below.

<p>Creating jobs & growth</p> <p>Promote economic growth and investment in the city to increase employment</p> <p>Support the continuing growth of the city centre as a major economic drive</p> <p>Enhance the reputation of the city by growing its retail provision and providing a diverse cultural and leisure offer</p> <p>Connect residents, neighbourhoods and businesses through new and enhanced infrastructure</p>	<p>Places where people want to live</p> <p>Create places that are clean, green, safe and inclusive with quality housing of different tenures</p> <p>Good social, economic, cultural and environmental infrastructure with sustainable and resilient active residents and communities</p> <p>Support thriving district centres</p> <p>Increase recycling rates and reduce carbon emissions</p>	<p>Access to jobs for Manchester people</p> <p>Maximise opportunities created by the GM Devolution agreement and city's capital programmes</p> <p>Reduce worklessness by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city</p> <p>Create positive pathways into work for young people</p> <p>Continue to embed the work and skills agenda in Public Sector Reform delivery models</p>
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Role Portfolio: Community Safety, Compliance and Enforcement function

The Community Safety, Compliance and Enforcement function brings together enforcement and compliance resource and expertise within the Directorate into one team alongside community safety and civil contingencies. This includes enforcement responsibility around Premises Licensing, commercial and domestic waste, Private Rented Sector housing, Trading Standards, Environmental Health and generic enforcement activity as well as Community Safety strategic priorities, delivery of the Prevent Strategy, the Anti Social Behaviour and Mediation Services, and client side responsibilities for Civil Contingences.

The Community Safety team are responsible for delivering the priorities set out in the Community Safety Strategy.

The Compliance and Enforcement functions are organised into three teams:

- Specialist and Statutory Compliance Team
- Neighbourhood Compliance Team
- Night Time and City Centre Team

The client responsibility for Civil Contingencies will sit in this service delivered through the AGMA unit.

Key Behaviours, Skills and Technical Requirements

Behavioural Competencies Generic

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic skills

Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.

Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.

Ability to think creatively to proactively potential future scenario's and to develop a range of creative solutions that meet the strategic needs of the business and are new and original.

Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation

Ability to use multiple applications, systems and associated software packages

Technical requirements

- A good knowledge and understanding of legislation relevant to regulatory compliance and enforcement with particular reference to licensing, environmental health, trading standards and housing and a practical approach to its application.
- To be able to implement a wide range of interventions to secure compliance.
- An ability to work shifts including nights evenings and weekends