**Manchester City Council**

**Role Profile**

**Neighbourhood assistant, Grade 4**

**Trading Standards Service, Neighbourhoods Directorate**

**Reports to: Principal Trading Standards Officer**

**Job Family: Front Line Delivery**

**Role Portfolio:**

The role is based within the Community Safety, Compliance and Enforcement service which sits within the Neighbourhoods Directorate. The service brings together enforcement and compliance resource and expertise into one team alongside community safety and civil contingencies.

The Trading Standards team sits within the Compliance and Enforcement Service and carries out enforcement across the full breadth of Trading Standards work. This particular role involves working with Trading Standards teams across Greater Manchester.

**The Purpose of the Role is:**

* To assist Greater Manchester authorities with their work including providing assistance with weights and measures inspections, transporting equipment, accompanying on other inspections
* Driving council vehicles
* Maintenance of equipment including weights and measures laboratories
* Assisting Trading Standards staff with transporting goods, storage etc: including moving equipment and weights
* Ensuring fleet vehicles are properly maintained

**Key Role Descriptors**

The role holder will act as a member of a team and contribute to the delivery of a high quality front-line service through the provision of a comprehensive range of flexible, responsive and planned operational services for internal and external customers.

The role holder will provide high quality, customer focused, flexible and timely operational support to the direct benefit of the local population.

The role holder will work collaboratively with other teams to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

**Key Role Accountabilities:**

Effectively and efficiently deliver a wide range of operational services which safeguard residents, visitors and businesses.

Assist and with the training and development of team members to ensure that staff are equipped to carry out their work to the highest standards in a safe and efficient manner.

Undertake duties in a safe and responsible manner, in accordance with established Health and Safety requirements, legislation and City Council policies, practices and procedures.

Where necessary use a range of equipment to undertake duties to ensure the environment is effectively and efficiently cleaned and maintained.

Ensure that records are completed and maintained with sufficient information and accuracy in line with agreed service standards and timescales.

Represent Manchester City Council in a professional and responsible manner to the general public and stakeholders.

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 duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**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

**General Skills**

**Communication skills**

Ability to communicate clearly, concisely, accurately and in ways that promote understanding.

**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.

**Analytical Skills**

Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.

**Technical Requirements (Role Specific)**

* Full UK clean driving licence