**Manchester City Council**

**Role Profile**

**Neighbourhood Compliance Manager (Neighbourhoods), Grade 11**

**Community Safety, Compliance and Enforcement Service, Neighbourhoods Directorate**

**Reports to: Compliance and Enforcement Lead**

**Job Family: Compliance & Regulation**

**Key Role Descriptors:**

This role will develop, lead and support strategic responses to complex and technically challenging compliance and regulatory activities, in a local, regional and national context.

The role holder will lead a function in the enforcement of standards and regulation of community activity, implementing, reviewing and translating statutory regulations, legislation and national guidelines.

As a subject matter expert, the roleholder will oversee the design, implementation, development, support and monitoring of relevant frameworks designed to demonstrate the effectiveness of compliance and regulation and its contribution to the achievement of strategic and operational objectives.

The role holder will ensure that appropriate and effective governance and compliance is consistently applied in order to eliminate or mitigate risks and non compliance with legislation and regulation.

**Key Role Accountabilities:**

Provide strategic direction for the service, ensuring that decision making is underpinned by the use of robust and effective analysis of information from all relevant service areas and external sources, enabling the organisation to meet its legal and strategic objectives.

Manage the development of robust business processes, policies and strategies for improvement, adopting appropriate nationwide standards and policies and complying with quality assurance, legislative and professional requirements.

Provide specialist advice and guidance to colleagues across the organisation, accounting for factors and elements beyond direct control and area of specialism to support a whole council approach to decision making.

Provide strategic guidance to support the authority’s corporate approach to a range of external regulatory and inspection processes, and to internal governance processes. Ensure the development and maintenance of effective systems and procedures to successfully manage the organisation’s statutory and internal governance functions.

Effectively commission work packages both within the assigned service area and from other service areas / organisations in order to provide a holistic approach to advice and ensure that all factors are accounted for in the decision making processes of the organisation.

Lead on the review and development of service standards and organisational strategies for the assigned service area, defining key performance indicators and ensuring they are continually measured and improved. Ensure that the organisational direction of travel and agreed policies / procedures are embedded within strategy development, including Public Service Reform principles.

A strong and clear advocate for the organisation’s ***m people*** approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be 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.

Demonstrate 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 the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however, a certain task proves to be unachievable, job redesign will be pursued.**

**Role Portfolio:**

The Community Safety, Compliance and Enforcement function brings together enforcement and compliance resources 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 Contingencies.

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 four teams:

* Citywide Specialist Compliance Team
* Neighbourhood Compliance Team
* Licensing & Out of Hours City Centre Team
* Licensing & Out of Hours Citywide Team

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

**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:** 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 build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. Ability to harness the full commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.

* **Analytical Skills:** Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments. proactively think through problems rather than reactively following a procedure-driven approach. Planning & Organising: Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
* **Problem Solving & Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
* **Creative Skills:** Thinks creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business
* **Strategic Thinking:** Evidence of thinking cross-functionally and cross organisationally, beyond one's own professional areas of specialism is important as is the ability to conceptualise new, collaborative ways of achieving shared goals. Project Management: Proven ability in developing complex project schedules that clearly defines the timeline required to achieve the required outcomes, with expertise in identifying and monitoring complicated interdependencies, identifying and managing the critical path and utilising the schedule in budget forecasting and planning future resource requirements.
* **Policy Skills:** An ability to proactively predict future trends and challenges and to develop policies that are future-proofed whilst at the same time being flexible yet articulate.
* **Financial Management:** Ability to plan forecast and monitor expenditure against budget, investigates variances and takes timely action to address significant deviations. The ability to manage a complex range of service areas within a large and significant department and multiple priorities with confidence. Key to success includes being able to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various strategies and plans over the long term concurrently with an ability to maintain sound judgement under competing priorities and pressure.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

**Technical Requirements (Role Specific)**

* Detailed and extensive knowledge of the local government regulatory and enforcement environment with specific reference to Environmental Health.
* The post holder must have either a qualification in Environmental Health or be able to demonstrate, due to the length and breadth of their experience working within this field, a thorough understanding of the legislation and policies that govern the Environmental Health disciplines.