

**Manchester City Council
Role Profile**

**Neighbourhood Compliance Officer Level 1 (City Centre), Grade 6
Neighbourhood Services, Growth and Neighbourhoods
Reports to: Neighbourhood Team Lead Compliance (City Centre)**

Job Family: Compliance & 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 for 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

Creating jobs & growth	Creating jobs & growth	Creating jobs & growth
<p>Promote economic growth and investment in the city to increase employment</p>	<p>Promote economic growth and investment in the city to increase employment</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>Support the continuing growth of the city centre as a major economic drive</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>Enhance the reputation of the city by growing its retail provision and providing a diverse cultural and leisure offer</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>Connect residents, neighbourhoods and businesses through new and enhanced infrastructure</p>	<p>Connect residents, neighbourhoods and businesses through new and enhanced infrastructure</p>



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 city centre is at the heart of the regional economy with a very strong cultural offer that attracts around 2.4million visitors each year. It is also a popular residential location with about 25,000 residents within the inner core

As such the City Centre is a key priority for the compliance, enforcement and community safety function particularly in addressing issues that affect the physical environment of the city centre, including: littering, alcohol and drug consumption, begging, antisocial behaviour, on street activity including street trading, busking etc and business waste.

The Compliance and Enforcement functions are organised into four teams:

- Specialist and Statutory Compliance Team
- Neighbourhood Compliance Team
- City Wide Licensing and Out of Hours Team
- 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

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: 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: 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: Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

Administrative: Produce well articulated documents, including formal, letters and documents to a high standard of written English.

Ability to use multiple applications, systems and associated software packages

People Management: Ability to organise own and others activities with an ability to carry out operational planning for a specific service area

Technical requirements

- 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.
- An ability to work shifts including evenings and weekends