

DARLINGTON BOROUGH COUNCIL

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Regulatory Compliance Officer Apprentice
<u>PAY BAND :</u>	Band 4
<u>JOB EVALUATION NO.</u>	E3524
<u>REPORTING RELATIONSHIP</u>	Head of Community Safety, through the Trading Standards and Animal Health Manager, Licensing Manager and the Private Sector Housing Manager on a day to day basis and other senior officers as appropriate
<u>JOB PURPOSE :</u>	To work across the Trading Standards, Licensing and Private Sector Housing services within Community Safety and work towards achieving a Higher Level Apprenticeship in Regulatory Compliance
<u>POST NO.</u>	POS007081
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

You are expected to work towards completing NVQ level 4 in Regulatory Compliance

MAIN DUTIES/RESPONSIBILITIES

1. Complete records as required to demonstrate that required apprenticeship tasks have been undertaken
2. To assist in the delivery of Trading Standards, Licensing and Private Sector Housing Services through engagement with the public and business customers
3. Develop a general knowledge of the statutory duties, roles and responsibilities allocated to Trading Standards, Licensing and Private Sector Housing
4. Assist Trading Standards, Licensing and Private Sector Housing officers to carry out inspections, investigations, and other activities within retail, manufacturing, agricultural, licensed premises, rented and domestic premises
5. To deal effectively with complaints, enquiries and requests for service received from the public and businesses, other internal and external local authority services and partner agencies
6. To assist with the provision of information, guidance and advice to businesses/landlords and individuals on how to comply with legislation

7. Develop a working knowledge of P.A.C.E.
8. Assist in the compilation of prosecution files
9. To assist colleagues in liaising with businesses/landlords/regulators and individuals to help resolve any issues of non-compliance
10. To draft reports following inspections and for committees where necessary
11. To develop and foster good client relations
12. Maintain proper records for all work undertaken
13. Assist with enforcement activities outside normal flexi hours.
14. Liaise with Council Officer's, Members, outside bodies and organisations with regard to appropriate matters
15. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
16. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
17. Carry out your role in line with the Council's Equality agenda.
18. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
19. Any other duties of a similar nature related to this post that may be required from time-to-time.
20. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.
21. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: June 2019

DARLINGTON BOROUGH COUNCIL**PERSON SPECIFICATION****ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES****REGULATORY COMPLIANCE OFFICER APPRENTICE****POST NO. POS007081**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	3 A Levels grades A, B or C or equivalent	E	
2	GCSE Grades A to C (or equivalent) in Maths and English	E	
	Experience & Knowledge		
3	Knowledge and awareness of current issues in Trading Standards, Licensing and Private Sector Housing	E	
4	Evidence of an interest in regulatory services and community safety	E	
	Skills		
5	Ability to communicate both verbally and in writing to a range of audiences	E	
6	Ability to work confidently with people at all levels including members of the public, colleagues, senior officers and Elected Members, community and business groups.	E	
7	Ability to present information in a logical and systematic manner	E	
8	IT literate, capable of using MS Office software	E	
9	Ability to prioritise workload, plan work and meet set deadlines	E	
10	Ability to follow instructions and request additional information when required	E	
11	Ability to manage time effectively	E	
12	Ability to work on own initiative as well as part of a team	E	
	Personal Attributes		
13	Committed to high standards of customer service	E	
14	A commitment to self-development	E	
15	A pro-active approach to change with the ability to find solutions to problems		D
	Special Requirements		
16	Access to reliable transport in order to carry out the travelling requirements of the post.		D
17	Must be prepared to undertake and complete study towards NVQ Levels 4 in Regulatory Compliance	E	
18	Satisfactory Enhanced DBS	E	

