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| **Neighbourhoods and Climate Change – Community Protection Service** |
| **Post title** | Strategic Regulation Officer |
| **JE Reference No** | N8086 |
| **Grade** | Grade 7  |
| **Service** | Neighbourhoods & Climate Change |
| **Service Area** | Community Protection |
| **Reporting to** |  Strategic Regulation Manager  |
| **Location** | Your normal place of work will be Annand House, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **ORGANISATIONAL RELATIONSHIPS** | Reporting to the Strategic Regulation Manager, the post holder will be a key member of the Strategic Regulation team and will provide operational support to Community Protection service including Senior Managers. |

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| **Description of role** |

Assist the Strategic Regulation Manager in the delivery and development of Community Protection services in accordance with service policies, procedures and the legislative framework.

The postholder is responsible for undertaking data processing and managing software systems for the Community Protection service. The role will involve system implementation, data import, creation of task paths, data cleansing and validation; and system maintenance together with assisting in the management of IT based data systems.

The postholder will undertake a range of technical and administrative duties to support strategic regulation commensurate with qualifications and experience across all Community Protection Services and including development of smarter working and whole systems approaches to maximise available resources.

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| **Duties and responsibilities** |

1. To provide and manage the provision of an efficient and effective administrative, ICT and technical support service, including the operation of appropriate information systems and new technologies to our customers and staff ensuring professional and prompt delivery of the Community Protection service.
2. Develop solutions to enable improved data sharing between Council services and other regulators.
3. Use desktop tools to query and exploit multiple datasets to evaluate and inform risk based inspection programmes and alternative business interventions.
4. Assist the Senior Strategic Regulation officer in the management, implementation, maintenance, development and operation of the service’s information and data systems.
5. Assist the Senior Strategic Regulation officer in the management and development of web based services and new technologies including electronic service requests and reporting systems.
6. Responsible for the identification of training and development needs and ensuring the delivery of excellent customer care.
7. Responsible for the testing, maintenance and installation of technical equipment used for the purposes of monitoring, analysis or measurement across all service areas.
8. To assist and support the extended management team in the development of a systems thinking approach across all service areas involving the review of current procedures and practices, process redesign and re- engineering.
9. To be a Community Protection Records Champion ensuring the efficient and effective management of data systems and to maintain the integrity and accuracy of all manual and computerised records.
10. To prepare performance monitoring, technical data reports and management information reports and documentation as required.
11. To assist the Strategic Regulation manager in identifying related training and development needs of staff and deliver training, seminars and toolbox talks on customer care and system improvements.
12. To monitor, coach, train and mentor employees in accordance with personal development programmes and the requirements of the Community Protection service.
13. Engage in a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
14. Provide an excellent standard quality service to all customers, meet relevant targets and performance standards, relevant to the assigned duties in order to achieve high standards of service delivery.
15. Establish and maintain effective two-way communication with colleagues, Managers and internal and external customers and colleagues, seeking out and responding to opinions in order to further enhance the quality of service delivery.
16. To identify opportunities for service and self development and to take a full and active part in the development of Service Improvement Plans, Team Plans and performance and action planning.
17. Continually identify personal and professional development needs and undertake training to progressively maintain in-depth knowledge of the Community Protection service and to develop new and relevant skills, competences and experience.
18. Communicate effectively in speech and writing, including drafting reports and dealing with correspondence.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

Person Specification

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * BTEC Higher or NVQ Level 3 or relevant equivalent
 | * Other relevant qualifications e.g. Management/supervisory, Business Administration, Customer Services, Education & Training, ICT system development, Data Reporting or Analysis
 | * Application form
* Selection Process
* Pre-employment checks
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| Experience | * Experience in relevant service area (s) and of local government structure and operation
* Local government and associated policy and procedures
* Experience of interpreting and communicating complex or technical information to staff and/or customers
* Experience of ICT system development
 | * Experience in the management of change
* Experience in developing and delivering training programmes
* Experience of presenting and motivational skills
* Experience of using CIVICA APP/Cx
* Experience of database system administration
 | * Application form
* Selection Process
* Pre-employment checks
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| Skills/knowledge | * Ability to solve complex problems and demonstrate innovation in problem solving liaising with other professionals where necessary.
* Ability to lead and motivate professional, technical and administrative staff in meeting service objectives
* Ability to organise and prioritise own and team workloads
* Ability to accurately research, interpret and understand scientific, technical and legal issues for own use and for the benefit of team members
* Able to communicate complicated and sensitive information clearly and professionally, both verbally and in writing with a wide range of stakeholders and colleagues
* Capable of adapting and responding to changing technologies and corporate and service delivery requirements
 | * Knowledge of relevant statutory returns
* Mentoring and supervision skills
* Evidence of good negotiating and influencing skills
* Understanding of Performance Management frameworks
 | * Application form
* Selection Process
* Pre-employment checks
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| Personal Qualities | * Ability to form effective working partnerships with colleagues and professionals from other organisations and sectors
* Able to work as a team member
* Capable of working effectively under own initiative within delegated responsibility.
* Computer literate
* Knowledge of ICT databases, web systems and technical /and legal aspects of data and systems management.
* Knowledge of other relevant functions within the department
* Attention to detail and accuracy
* To question and challenge
 | * Awareness of future proposals, trends and issues relating to the relevant functions.
 | * Application form
* Selection Process
* Pre-employment checks
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