

Job Description and Person Specification

Role: Business Compliance Enforcement Officer



Job Description

Job Title	Business Compliance Enforcement Officer
Grade	Grade 5
Service	Regulation and Communities
Reports to	Building Control Team Leader
Location	Friargate
Job Evaluation Code	C6069D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Under the general direction of Building Control Team Leader:

1. Deliver a high-quality Business Compliance service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
2. Enforce all relevant legislation administered by the section.

Main Duties & Key Accountabilities

Core Knowledge

1. Investigate building control activities over a range of legislation by maintaining the quality management system, carrying out internal audits and ensuring compliance with the operational standards rules and provide assistance to the Senior Officers within the team, where required.
2. Update and compile computer and other records and produce detailed written reports on statistics and the outcome of investigations as required.
3. Responsible for the orderly storage and security of files, records, evidence and equipment.
4. Maintain technical, testing and inspection equipment.
5. Independently investigate complaints, deal with enquiries and service requests, giving advice to consumers and traders on building control matters.
6. Investigate infringements of law, taking appropriate enforcement action including preparing reports on findings for Senior Officers and Elected Members, liaising with Legal Services, and attend Court as required.
7. Liaise with a range of internal and external stakeholders in the investigation of complaints and infringements of Building Control law.
8. Keep up to date with legislation changes.

9. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
10. Interview alleged offenders and witnesses under PACE as required.
11. Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
12. Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
13. Any other duties and responsibilities within the range of the salary grade.

Key relationships

<p>External Residents. Businesses. Agents. Stakeholders such Police, Fire etc.</p>	<p>Internal Building Control team. Legal team. Technical Support team. Other local authority colleagues.</p>
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Not applicable

Person specification

Job Evaluation Code	C6069D
Knowledge	
<ul style="list-style-type: none"> • Knowledge of legislation in relation to Building Control, or law enforcement within a Local Government framework. 	
<ul style="list-style-type: none"> • Knowledge of the Police and Criminal Evidence Act as it relates to the collection of new evidence. 	
<ul style="list-style-type: none"> • Knowledge of customer care and the principles of equal opportunities in providing an enforcement function. 	
Skills and Abilities	
<ul style="list-style-type: none"> • Able to receive and record information accurately and to write reports following complaints, investigations or projects. 	
<ul style="list-style-type: none"> • Good listening skills and the ability to impart information to traders and customers clearly and sensitively. 	
<ul style="list-style-type: none"> • Able to analyse basic statistical and mathematical information to produce reports or charts. 	
<ul style="list-style-type: none"> • Well organised with the ability to follow quality procedures, having an accurate and methodical approach to work. 	
<ul style="list-style-type: none"> • Able to maintain technical, testing and inspection equipment. 	
<ul style="list-style-type: none"> • Be proficient in the use of IT packages. 	
<ul style="list-style-type: none"> • Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative with minimal supervision. 	
<ul style="list-style-type: none"> • Confident and assertive, with the ability to take appropriate action, including giving evidence in court, and to cope with conflict situations. 	
Experience	
<ul style="list-style-type: none"> • Prioritising workloads and meeting deadlines. 	
<ul style="list-style-type: none"> • Report writing or providing other detailed written analysis. 	
<ul style="list-style-type: none"> • Experience of working with customers. 	
<ul style="list-style-type: none"> • Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act. 	

Qualifications
<ul style="list-style-type: none"> • GCSE English and Maths – Grade C and above.
Special Requirements
<ul style="list-style-type: none"> • May be required to work outside office hours. • May be required to travel in the course of duties. • A current valid UK driving licence and access to a vehicle. • Willingness to undertake any necessary formal training. • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

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