

Job Description and Person Specification



Job Description

Job Title	Compliance Officer (Neighbourhood Enforcement)
Grade	Grade 6
Service	Safer Housing and Communities
Reports to	Neighbourhood Enforcement Team Leaders
Location	One Friargate
Job Evaluation Code	TBC



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 / Output

Under the general direction of the Neighbourhood Enforcement Team Leader:

1. Deliver a high-quality customer service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
2. To undertake a caseload of work across the full range of functions delivered by the Neighbourhood Enforcement Team, working in partnership with communities and other agencies.
3. To implement and enforce legislation within the Neighbourhood Enforcement Team's remit and contribute to service improvement and development of the team.

Main Duties & Key Accountabilities

Core Knowledge

1. Develop and promote compliance services to ensure the effective delivery of a high-quality service to customers with the objective of continuous service improvement.
2. Oversee the response to electronic, telephone and public enquiries, regarding neighbourhood enforcement and other relevant environmental enforcement matters, including dealing with more complex enquiries personally.
3. Engage with all customers and develop materials that improves accessibility to assist customers in the understanding of environmental neighbourhoods team's remit and other requirements in a neighbourhood enforcement setting.
4. To monitor and review performance of the service area to ensure performance standards in relation to neighbourhood enforcement are being achieved.
5. Updating, monitoring and maintenance of the neighbourhood enforcement ensuring the expenditure of monies is in line with the requirements of the legal provisions.
6. Responding to and investigate all enquiries relating to neighbourhood enforcement and associated issues in all wards across the City.
7. Manage and monitor all customer complaints relating to service delivery, ensuring they are processed in line with corporate systems.
8. Working with the Finance Team to ensure the effective collection of civil penalties in line with the Council's adopted policy.

9. Assist with the presentation of graphic and written presentational material in a variety of formats.
10. Develop and adapt the division's computerised databases to aid the effective and efficient management and administration of the environmental crime enforcement service and provide support and training to staff.
11. Develop the IT systems to promote best practice and ensure consistent approach with practices and procedures and operational plan targets.
12. Maintain and develop the key computer systems and represent the division on corporate computer initiatives, including upgrading of systems.
13. Assist the Neighbourhood Enforcement Team Leaders with the interpretation and dissemination of all changes to legislation affecting the Neighbourhood Enforcement Team.
14. Oversee the presentation of graphic and written presentation material in a variety of formats including but not limited to: presentations to members and senior officers, consultation events, public meetings, and website.
15. Be proficient in the use of IT systems to ensure appropriate records and files are maintained, develop, adapt and upgrade the computerised databases to aid the effective and efficient management and administration of the service within corporate objectives and provide support and training to staff.
16. 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.
17. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

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

Key relationships

External Businesses Tenants Residents Landlords Agents Key Stakeholders eg. Police, Fire and Rescue Service, MP's Government Departments	Internal All service areas Members
--	---

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:

N/A

Person specification

Job Evaluation Code A5914	
Knowledge	
Good knowledge of relevant IT systems that support ongoing office activity and of specialised systems that support technical activity.	
Knowledge of customer care and the principles of equal opportunities in providing a neighbourhood enforcement service in the City.	
Working knowledge of neighbourhood enforcement legislation, policies and procedures.	
A basic knowledge of associated legislation and policies and procedures e.g housing and planning.	
Good knowledge of customer care.	
Skills and Abilities	
Skills for developing, maintaining and adapting computer systems.	
Excellent communication skills to deal with a wide range of people, internal and external to the Council.	
Excellent literacy and numeracy skills to produce a variety of coherent and accurate correspondence eg reports, letters, spreadsheets	
Effective time management skills to enable personal workload prioritisation.	
Ability to investigate non-compliance and enforce legislation.	
Ability to gather and present reports, statements and evidential material in a methodical and detailed way.	
Be proficient in the use of a variety of IT packages	
Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.	
Experience	
Experience of working in a neighbourhood enforcement or relevant regulatory service dealing with complex cases	
Experience of marketing, promoting, and delivering advice and assistance services	
Experience of using computer databases (general and specialised), and Microsoft packages such as powerpoint, excel, word and outlook	
Experience of developing processes and systems to respond to change and ensure the delivery of an efficient and effective professional service.	
Qualifications	

Degree (or equivalent), working towards a professional qualification or
At least 5 years' experience of working within a neighbourhood enforcement setting or relevant Regulatory function within Local Authority
Special Requirements
May be required to work outside office hours May be required to travel in the course of duties Willingness to undertake any necessary formal training This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Date Created	December 2022	Date Reviewed	September 2025
---------------------	---------------	----------------------	----------------