

## Job Description and Person Specification

### Senior Regulatory Technical Support Officer

| Job Details         |                     |
|---------------------|---------------------|
| Grade               | 3                   |
| Service             | Regulatory Services |
| Location            | One Friargate       |
| Job Evaluation Code | X9069               |

| Coventry City Council Values                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p> |

| Job Purpose                                                                                                                                                                                                                                                                                                                                   |
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| <p>Under the general direction of the Customer Liaison and Support Officer or Licensing Team Leader:</p> <ol style="list-style-type: none"> <li>1. Deliver a high quality regulatory customer service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.</li> </ol> |

| Main Duties & Key Accountabilities                                                                                                                                                                                                                                                                            |
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| Deal with enquiries, through varying mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues.                                    |
| Undertake data input and document production using the range of systems in use within the Regulation service.                                                                                                                                                                                                 |
| Maintain computerised systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.                                                                  |
| Responsible for maintaining supplies of stationery and other office consumables within the Regulatory service.                                                                                                                                                                                                |
| Place and receipt orders, and raise invoices as appropriate                                                                                                                                                                                                                                                   |
| Assist with the development of IT systems and workflow processes within the regulatory service, including create, review, revise, develop, improve and maintain systems and procedures for the service to improve and respond to change.                                                                      |
| Ensure data is handled in line with Data Protection Regulations.                                                                                                                                                                                                                                              |
| Maintain up to date knowledge of corporate systems and standards and pass on information to other team members                                                                                                                                                                                                |
| Assist with the allocation and prioritisation of work within the regulatory team and undertake quality checks in relation to the work produced by the team                                                                                                                                                    |
| Be proficient in the use of IT systems to ensure appropriate records and files are maintained.                                                                                                                                                                                                                |
| 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. |
| Support with the training of technical support officers within the team to ensure office systems, procedures and health and safety requirements are met.                                                                                                                                                      |
| 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                                                                                                                                                                         |
| Any other duties and responsibilities within the range of the salary grade                                                                                                                                                                                                                                    |

| Key Relationships |
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|-----------|--------------------------------------|-----------|--------------------------------------------------------|
| External: | Pub landlords, shop managers, Police | Internal: | Members other departments within Coventry City Council |
|-----------|--------------------------------------|-----------|--------------------------------------------------------|

| Standard Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; 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.</p> <p><b>Training</b><br/>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p> |

| Responsible for |
|-----------------|
| N/A             |

| Person Specification |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| Requirements         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Knowledge            | <ul style="list-style-type: none"><li>• Knowledge of the services provided by Local Government</li><li>• Knowledge of customer care and the principles of equal opportunities in providing a Regulatory function.</li><li>• Knowledge of IT packages and systems to support ongoing office activity and of specialised systems that support technical activity.</li><li>• Knowledge of health and safety in relation to the office environment.</li><li>• Knowledge of Data Protection legislation and implications.</li></ul> |

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| Skills And Ability   | <ul style="list-style-type: none"> <li>• Ability to prioritise own workload to ensure deadlines are met and tasks/duties are managed effectively.</li> <li>• Good communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members.</li> <li>• Good level of IT skills to ensure precision and accuracy for data input and retrieval.</li> <li>• Ability to deal with conflict and find a suitable resolution to issues that may arise.</li> <li>• Good literacy and numeracy skills to assist with the production of a variety of correspondence</li> <li>• Excellent organisational skills to maintain office systems and arrange meetings</li> <li>• Be proficient in the use of IT packages</li> <li>• Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.</li> </ul> |
| Experience           | <ul style="list-style-type: none"> <li>• Of a wide range of technical administrative based duties</li> <li>• Of producing a range of high quality documents such as presentations, spreadsheets, reports</li> <li>• Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook</li> <li>• Of dealing with a wide range of customers in order to handle and resolve enquiries.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Qualification        | <ul style="list-style-type: none"> <li>• Good standard of numeracy and literacy.</li> <li>• Formal IT qualification e.g. RSA, NVQ or equivalent.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Special Requirements | <ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> <li>• Willingness to undertake any necessary formal training</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Declaration          |                                       |       |           |
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| Reviewed/Created By: | Debbie Cahalin-Heath                  |       |           |
| Job Title:           | Strategic Manager-Reg and Communities | Date: | July 2025 |