



Coventry City Council

## Job Description

<b>Job Title:</b>	Business Compliance Enforcement Officer	<b>Job Number:</b>	C6069D
<b>Service:</b>	Streetscene and Regulatory Services	<b>Post Number:</b>	
<b>Location:</b>	City Centre	<b>Grade:</b>	5

### Job Purpose:

Under the general direction of the Principal Environmental Health Officer:

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 and Responsibilities:

1. Investigate trading activities over a range of legislation by inspecting premises, sampling, examining and testing goods and services, investigation of complaints and trading practices and provide assistance to the Senior Enforcement Officers and Trading Standards Officers where required.
2. Update and compile computer and other records 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 legal and technical 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 Regulatory Services 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.

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.

**Responsible for:** -

**Responsible to:** Principal Environmental Health Officer

**Date Reviewed:** November 2019

**Updated:** June 2020



Coventry City Council

## Person Specification

<b>Job Title:</b>	Business Compliance Enforcement Officer	<b>Job Number:</b>	C6069D
<b>Service:</b>	Streetscene and Regulatory Services	<b>Post Number:</b>	
<b>Location:</b>	City Centre	<b>Grade:</b>	5

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Knowledge of legislation in relation to Trading Standards/Licensing, or enforcement law within a Local Government framework</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of the Police and Criminal Evidence Act as it relates to the collection of new evidence</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of customer care and the principles of equal opportunities in providing an enforcement function.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Able to receive and record information accurately and to write reports following complaints, investigations or projects</li></ul>
	<ul style="list-style-type: none"><li>• Good listening skills and the ability to impart information to traders and consumers clearly and sensitively</li></ul>
	<ul style="list-style-type: none"><li>• Able to analyse basic statistical and mathematical information to produce reports or charts</li></ul>
	<ul style="list-style-type: none"><li>• Well organised with the ability to follow quality procedures, having an accurate and methodical approach to work.</li></ul>
	<ul style="list-style-type: none"><li>• Able to maintain technical, testing and inspection equipment</li></ul>
	<ul style="list-style-type: none"><li>• Able to handle weights (up to 20kg), measures and other heavy and/or bulky items and to visit premises, examine test and sample goods and examine procedures</li></ul>
	<ul style="list-style-type: none"><li>• Be proficient in the use of IT packages</li></ul>
	<ul style="list-style-type: none"><li>• 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.</li></ul>
	<ul style="list-style-type: none"><li>• Confident and assertive, with the ability to take appropriate action, including giving evidence in court, and to cope with conflict situations.</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Prioritising workloads and meeting deadlines.</li></ul>
	<ul style="list-style-type: none"><li>• Report writing or providing other detailed written analysis</li></ul>
	<ul style="list-style-type: none"><li>• Experience of working with customers</li></ul>
	<ul style="list-style-type: none"><li>• Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>• GCSE English and Maths – Grade C and above</li> </ul>
	<ul style="list-style-type: none"> <li>• Diploma in Consumer Affairs or Certificate of Competence in Food/Licensing Law would be beneficial.</li> </ul>
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• May be required to work outside office hours</li> <li>• May be required to travel in the course of duties</li> <li>• Willingness to undertake any necessary formal training</li> </ul>

**Date Reviewed:** October 2020

**Updated:** November 2019