



Coventry City Council

Job Description

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

Job Purpose:

Under the general direction of the Food and Safety Manager:

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, workplaces and other activities over a range of legislation by inspecting premises, sampling, investigation of complaints and practices giving appropriate advice to businesses and generally providing assistance to Officers 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 members of the public and businesses on legal and technical matters.
6. Investigate infringements of the 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 food safety and health and safety 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: Food and Safety Manager

Date Reviewed: October 2020

Updated: June 2020



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge of legislation in relation to environmental health and in particular, food safety and health and safety at work, and 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 businesses and members of the public 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.



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Educational:	<ul style="list-style-type: none"> • GCSE English and Maths – Grade C and above. • The Higher Certificate in Food Premises inspection and registration with EHORB and food safety competency according to the FSA's Code of Practice for Food Enforcement and / or NEBOSH General Certificate in Occupational Health and Safety or equivalent would be beneficial.
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 • Willingness to undertake any necessary formal training

Date Reviewed: October 2020

Updated: November 2019