Glasgow City Council

Role Profile Description

Date	**April 2006**
Family	**Community Standards and Enforcement**
Role profile Level Number	**4a**
Reporting line (general)	
Purpose	
To investigate and review the conduct of businesses to investigate commercial practices and recommend or refer corrective actions.	
Work area statement	
Action	**End Result**
Work Planning	
Plan & organise work for the assigned inspections and investigations.	• Investigations completed in time and within cost target
Inspections	
Carry out inspections of businesses and premises (including sampling/test purchases) to identify compliance/non-compliance with relevant legislation/regulation or decision.	• Premises/businesses inspected on schedule • Non-compliance process/items/ defects identified • Accurate records kept and documentation completed as required
Investigations	
Carry out investigations of businesses in response to complaints to identify compliance/non-compliance with relevant legislation/regulation.	• Complaint investigated and response returned to complainant • Non-compliance process/items/ defects identified • Accurate records kept and documentation completed as required
Notices	
Liaise with appropriate regulatory and enforcement authority to recommend further action and/or enforcement.	• Notices issued to business and premise owners • Adherence to regulations and legislation
Supervision	
Assign and check tasks to other staff assigned from time to time.	• Tasks are completed to the required standard and timescale
Records and Reports	
Maintain necessary records and report results of inspections.	• Accurate records kept & documentation completed as required • Results communicated
Advice	
Provide advice on regulations/legislation within areas of responsibility to businesses and consumers. Provide “Expert Evidence” in Court.	• Public aware of regulations/legislation • Infringements prevented • Customer service provided • Enforcement supported by clear evidence • Positive image of Council supported

Nature of contacts and relationship (who and the nature of the communications)
Owners of Businesses to undertake inspections and provide advice.. Staff Supervised. Enforcement agencies. Solicitors and Court Officials when providing evidence.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Visiting premises and site visits.
Procedural Context (creativity, discretion, impact)
Undertaking inspections and comparing situations with GCC procedures legislation and regulations. Will recommend further enforcement action to relevant authority.
Key facts and figure ranges (include likely size of any team managed)
Allocating and checking tasks to allocated technical staff.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Relevant qualification in technical area.
Work knowledge
Knowledge of GCC processes, relevant legislation and regulations. Practical experience of miscellaneous business practices.
Work skills and equipment operated
Ability to instruct others to use standard technical equipment and tools.
Key Competency Requirement

	Competency	Level
1	Providing Excellent Customer Service – Customer Orientation	1
2	Personal Effectiveness – Communicating	1
3	Delivering Results – Planning	1
4	Managing Change – Planning & Delivering Change	1
5		
6		
7		
8		