Glasgow City Council

Role Profile Description

Date	**April 2006**
Family	**Community Standards and Enforcement**
Role profile Level Number	**1**
Reporting line (general)	
Purpose	
To patrol and inspect a given geographical area to identify legal and regulatory infringements and issue notices where they occur.	
Work area statement	
Action	**End Result**
Work	
Complete an assigned schedule or route to patrol within the allotted time to the required standards and targets.	▪ Patrols complete on time, within cost target ▪ Assigned route covered
Inspection	
Identify and deal with or report faults in plant equipment or furniture within area of responsibility.	▪ Faulty machinery etc identified and repaired ▪ Faults reported properly
Enforcement	
Identify infringements to legislation/regulations in allocated areas and issue notices and organise removal of obstructions.	▪ Infringements identified ▪ Notices issue ▪ Obstructions removed
Records and Reports	
Maintain necessary records and report results of patrol to supervisor and inform relevant agencies (police etc) where appropriate.	▪ Accurate records kept & documentation completed as required ▪ Relevant authorities notified
Advice	
Provide advice on regulations/legislation within areas of responsibility to members of the public and provide directions and visitor information about the City.	▪ Public aware of regulations/legislation ▪ Infringements prevented ▪ Customer service provided ▪ Positive image of Council supported
Evidence	
Provide factual evidence in court if a notice is appealed.	▪ Notices are determined

Nature of contacts and relationship (who and the nature of the communications)
Members of the public – to enforce regulations and legislation. Other Agencies – to provide information and assistance.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Outside in all weathers. Potential abuse from recipients of penalty notices.
Procedural Context (creativity, discretion, impact)
Following a routine patrol programme – under direction and within clear rules and procedures.
Key facts and figure ranges (include likely size of any team managed)
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Basic literacy.
Work knowledge
Knowledge of relevant regulations and legislation. Familiarity with City and specific geographical locations.
Work skills and equipment operated
May be required to use hand held computer.
Key Competency Requirement

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