Glasgow City Council

Role Profile Description

Date	**April 2006**
Family	**Community Standards and Enforcement**
Role profile Level Number	**5c**
Reporting line (general)	
Purpose	
To lead a team of professional and technical staff that review and inspect businesses and premises to enforce GCC and legislative and regulatory requirements.	
Work area statement	
Action	**End Result**
Planning and Organising	
Plan & organise and allocate for the team to complete the inspection's programme within allotted time and to required standards and targets.	• Inspections completed on time and within cost and quality targets
Contribute to the development of the service plan.	• Service Plan developed and agreed
Inspections	
Carry out inspections of larger businesses/buildings and serious incidents (involving serious risk to health/fatality or serious breach of regulations).	• Premises/businesses inspected on schedule • Serious incidents properly assessed and supervised • Accurate records kept and documentation completed as required
Notices	
Authorise more serious compliance & prohibition notices and documentation as required by legislation following completed tests.	• Assessments assured for compliance to investigation and procedure • Notices issued to business and premise owners • Adherence to regulations and legislation
Supervision	
Determine allocate and control work of a team of professional and technical enforcement staff.	• Tasks are completed to the required standard and timescale
Provide training in new issues and to new staff.	• Staff are up to date with current regulation and procedure
Advice	
Provide advice on regulations/legislation within areas of responsibility to premises and building owners and occasionally to elected members. Provide "Expert Evidence" in Court.	• Public aware of regulations/legislation • Infringements prevented • Customer service provided • Enforcement supported by professional evidence • Positive image of Council supported

Nature of contacts and relationship (who and the nature of the communications)
Owners of Business premises and Buildings to undertake inspections and provide advice as an escalation point for junior staff and when dealing with serious incidents. Team Members. Solicitors and Court Officials when providing evidence.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Office based. Visiting premises and site visits.
Procedural Context (creativity, discretion, impact)
Supervising professional staff and providing advice and guidance on the straightforward interpretation of legislation and regulations.
Key facts and figure ranges (include likely size of any team managed)
May be supervising a team of up to 20 staff.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Relevant professional qualification.
Work knowledge
Knowledge of GCC processes, regulations/legislation and local decisions and interpretation. Knowledge of personnel procedures. Financial management skills.
Work skills and equipment operated
Communication skills. IT skills.
Key Competency Requirement

	Competency	Level
1	Personal Effectiveness – Decision Making	2
2	Providing Excellent Customer Service - Customer Orientation	2
3	Providing Excellent Customer Service - Forward Thinking	2
4	Delivering Results – Planning	1
5	Personal Effectiveness – Communicating	2
6	Personal Effectiveness - Influencing	2
7		
8		