

“To secure the Economic, Social and Environmental Wellbeing of the Vale”

Technical & Expert (Job Family)	level 4 model	Tier: 2	Grade: TE4
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This job family provides a range of professional, technical and expert advice and services to both internal and external customers

Role Purpose and Commercial Focus	Knowledge, Skills & Experience
<p>Provides a commercial, customer focused and cost-effective service to internal or external customers. Jobholders will strive to exceed customer expectations; analyse, manage and take calculated risks based on technical expertise; build and maintain effective working relationships with others; and actively develop and support initiatives that improve services. New commercial opportunities identified through contact with customers, will be actively pursued. Jobholders will provide technical, professional, commercial and/or expert advice and guidance to customers in a specialised field. Jobholders will provide a range of more complex commercial services, including complex advice and guidance to customers. This will include interpretation of situations or problems and adapting and developing innovative solutions in order to provide expert service, advice or guidance. Direction of team members may be required (either direct supervision or within a multi-professional team). Jobholders will need to have a detailed grasp of involved practices and procedures and be able to work out problems or devise new commercial approaches from first principles. This knowledge will be gained through formal professional training and extensive practical work experience – usually leading to a professional qualification.</p>	<ul style="list-style-type: none"> ▪ The jobholder needs a thorough knowledge of complex techniques and procedures for specialised systems, including the use of equipment and software. ▪ Knowledge of customers, market and competitors. ▪ The job holder needs to be able to make changes from first principles. ▪ A sound knowledge is usually gained through extensive experience in similar roles or other roles where knowledge and skills are transferable. ▪ Formal training/qualifications (typically Level 4/5 or equivalent) may be applicable, including literacy, numeracy and IT skills. ▪ Skills in this area need to have a technical bias and postholders need to be able to demonstrate an excellent level of expertise.
Organising and Forward Focus	Communicating & Influencing
<ul style="list-style-type: none"> ▪ The work involves activities and tasks that are specific in nature and objectives. ▪ The work involves record keeping and processing of technical and customer information ▪ There is a requirement for forward planning – the normal focus is on weeks and months ahead but there is a contribution to longer term development. ▪ The jobholder is required to plan and organise their own workload to ensure deadlines and priorities are achieved. ▪ The jobholder may supervise other employees including organising work schedules, controlling delegated resources and managing performance in order to achieve specific short term results. 	<ul style="list-style-type: none"> ▪ Communication is generally more than the straightforward exchange of facts/information. ▪ Effective communication with internal and external customers is a key requirement of the role ▪ Ability to resolve a range of issues (sometimes complex and/or contentious) with customers or colleagues. ▪ Ability to challenge poor performance and behaviour. ▪ Ability to gives regular and consistent feedback on performance supporting team in the application of any learning.
Scope of Role	
<ul style="list-style-type: none"> ▪ The jobholder has considerable latitude to consider how problems should be solved and how procedures need to be interpreted to achieve the right result, ensuring that issues are resolved in a commercially minded way. ▪ There will be a wider range of complex problems where the jobholder will need to establish the nature of the problem and decide on the best course of action by adapting existing or devising new approaches. ▪ Ideas for innovative solutions will be actively pursued. ▪ The role is subject to managerial direction. 	<ul style="list-style-type: none"> ▪ Provides a service of an interpretative or advisory nature to either internal or external customers within a commercial environment. ▪ The role has a wide variety of activities with clear short and medium term objectives. ▪ The role requires a “one council” approach to cost effective and commercial service delivery. ▪ Jobholders will determine their own priorities and are permitted to deviate from established procedures as long as end results meet standards required.



Job Title	Enforcement Officer	Tier: 2	Grade: TE4
Reports To	Housing Team Manager		

Responsibilities

The post holder will work within a multi-disciplinary enforcement team to provide a high quality range of enforcement services to customers and businesses with the overall aim of protecting and improving the health and well being of those that live, work and visit Aylesbury Vale. The role requires the provision of guidance, information and advice to a wide range of internal and external stakeholders.

The post holder will be expected to provide expert technical advice, guidance and information on compliance and undertake appropriate enforcement activity with a focus on private sector housing enforcement. In addition they will act as the primary housing enforcement officer for housing standards and houses in multiple occupation and will work closely with the Principal Enforcement Officer for private sector housing to implement effective housing interventions and support the enforcement teams with the delivery of housing enforcement work. They may also be required to work across a range of regulatory areas which may include planning, licensing and environmental activities.

Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under a degree of managerial control.
- Given objectives and resources jobholders at this level are expected to 'get on with the job' with minimal supervision. Management is generally by reviewing end results on a regular basis.
- The jobholder will have considerable latitude to deviate from established procedures and practices in order to deliver a commercial, customer focused service. They will be expected to organise their own workload around customer needs and commercial priorities.
- Jobholders will be expected to develop and support initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities.

Role Specific Skills/Knowledge

- Level 4 qualification or equivalent in housing, planning, environmental health or a related discipline and/or substantial experience in a relevant enforcement area
- To undertake enforcement activities, such as the service of legal notices attendance at Court and the collection and presentation of evidence, as required and in accordance with national guidance and council competency frameworks and procedures.
- To undertake investigation, research, analysis, and the interpretation of technical information.
- To have a thorough understanding of the legal basis of enforcement work including a sound demonstrable knowledge of relevant legislation and associated guidance and codes of practice pertinent to the role.
- Experience of making well-reasoned enforcement decisions capable of being supported in Court cases and legal appeals.
- To be able to travel around the district to carry out site visits and inspections as required.

Corporate Expectations

- Ensure that the work and role focus supports AVDC's vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.
- Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety.
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership

Specific Accountabilities

Staff	none
Financial	none

Role Specific Requirements

Hours	37
Working practices	
Specific conditions	
Uniform/PPE etc.	PPE provided as required
DBS checks	N/A
Safeguarding level	?
Date prepared	23/01/17

Note: none of the descriptions contained in this Role Profile should be considered to amount to an exhaustive list of duties and are subject to change to meet the needs of the business.

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