

**Glasgow City Council**

**Role Profile Description**

<b>Date</b>	<b>April 2006</b>
<b>Family</b>	<b>Community Standards and Enforcement</b>
<b>Role profile Level Number</b>	<b>4a</b>
<b>Reporting line (general)</b>	
<b>Purpose</b>	
<b>To investigate and review the conduct of businesses to investigate commercial practices and recommend or refer corrective actions.</b>	
<b>Work area statement</b>	
<b>Action</b>	<b>End Result</b>
<b>Work Planning</b>	
Plan & organise work for the assigned inspections and investigations.	<ul style="list-style-type: none"><li>• Investigations completed in time and within cost target</li></ul>
<b>Inspections</b>	
Carry out inspections of businesses and premises (including sampling/test purchases) to identify compliance/non-compliance with relevant legislation/regulation or decision.	<ul style="list-style-type: none"><li>• Premises/businesses inspected on schedule</li><li>• Non-compliance process/items/ defects identified</li><li>• Accurate records kept and documentation completed as required</li></ul>
<b>Investigations</b>	
Carry out investigations of businesses in response to complaints to identify compliance/non-compliance with relevant legislation/regulation.	<ul style="list-style-type: none"><li>• Complaint investigated and response returned to complainant</li><li>• Non-compliance process/items/ defects identified</li><li>• Accurate records kept and documentation completed as required</li></ul>
<b>Notices</b>	
Liaise with appropriate regulatory and enforcement authority to recommend further action and/or enforcement.	<ul style="list-style-type: none"><li>• Notices issued to business and premise owners</li><li>• Adherence to regulations and legislation</li></ul>
<b>Supervision</b>	
Assign and check tasks to other staff assigned from time to time.	<ul style="list-style-type: none"><li>• Tasks are completed to the required standard and timescale</li></ul>
<b>Records and Reports</b>	
Maintain necessary records and report results of inspections.	<ul style="list-style-type: none"><li>• Accurate records kept &amp; documentation completed as required</li><li>• Results communicated</li></ul>
<b>Advice</b>	
Provide advice on regulations/legislation within areas of responsibility to businesses and consumers. Provide "Expert Evidence" in Court.	<ul style="list-style-type: none"><li>• Public aware of regulations/legislation</li><li>• Infringements prevented</li><li>• Customer service provided</li><li>• Enforcement supported by clear evidence</li><li>• Positive image of Council supported</li></ul>

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