Newcastle City Council
Job Description

Post Title: Regulation & Development Support Officer (AA3951)

Evaluation: 417 Points **Grade:** N4

Responsible to: Team Manager

Responsible for: n/a

Job Purpose:

To support the provision of technical services relating to the delivery of services.

Main Duties:

The following is typical of the level of duties which the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and kind may be required from time to time.

1. To assist in the duties, functions and implementation of legislation delivered by the service.

2. To assist with the handling of licence applications in line with internal procedures, performance standards and legislative requirements.

3. To assist in conducting complaint and enforcement investigations in line with legislation and industry standards

4. To assist in the response to service requests and in the preparation of advice to members of the public on matters pertaining to the service.

5. To ensure the personal records of visits, inspections etc. are kept in accordance with Departmental policy and also provide information as required to ensure that other departmental records and statistics can be completed.

6. To contribute to business and service development activities as directed by the team manager.

7. To develop and maintain positive and collaborative working relationships with relevant internal and external stakeholders.

8. To prepare letters, reports, statements and legal files.

9. To ensure that fees and income are received and managed correctly.

10. To maintain professional standards of ethics (including confidentiality of sensitive or personal information) and comply with divisional procedures and health and safety requirements

11. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.

12. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.