Lancashire County Council
Grade Profile

Grade Profile (Grade 6)

Applies to all posts at Grade 6

Purpose
To provide general and specific technical support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialized activity. This may include day-to-day supervision and direction of a group or team.
Scope of Work
Role holders will use practical and procedural knowledge and analytical and judgmental skills to interpret information or situations and solve varied problems some of which may be difficult and require significant advance planning. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently.
Accountabilities/Responsibilities
▪ The supervision/technical reference fora group or team; or ▪ Accounting for expenditure from agreed budgets; or ▪ Overseeing the administration of support systems and processes; or ▪ Undertaking specialized service support activities; or ▪ Providing service and situation specific guidance; or ▪ Using specialized equipment.
Skills, Knowledge and Experience
▪ Extended experience or the ability to demonstrate the competence to undertake the role. ▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications or equivalent where applicable. ▪ Working knowledge of the practices, processes and procedures relevant to the role. ▪ Skills appropriate to the job discipline. In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.
Performance Indicators
▪ Completion of tasks to required standards, deadlines and timescales.

Person Specification: Policy Enforcement Officer

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
GCSE or equivalent in English and Mathematics*
Experience
• Experience of dealing with the public or working in a customer focused service. • Experience of using ICT in a work-based situation or setting to capture, record and monitor actions or procedures. • Experience of working to defined processes or protocols. • Experience of working to strict deadlines. • Experience of undertaking civil enforcement tasks or similar.*
Essential Knowledge, Skills & Abilities
• Ability to work effectively as a member of a team and understand how working together can achieve positive outcomes. • Ability to communicate clearly and calmly with members of the public often in difficult, demanding and potentially aggressive circumstances. • A demonstrable ability to develop and maintain good working relationships with a wide range of people and stakeholders. • Excellent literacy, numeracy & verbal communication skills – *this will be evidenced by the completion of the application and supporting documentation; and if chosen for interview how well you communicate at the interview.* • An ability to maintain high levels of attention to detail. • Excellent observational skills. • Able to show you can confidently use a range of ICT equipment in a work or education setting. • Ability to manage broad and varied workloads and work within given parameters to deadlines and targets.
Other Essential Requirements
• Commitment to equality and diversity. • Commitment to health & safety. • Display the LCC values and behaviours at all times and actively promote them in others. • You must have a full UK driving Licence.