

Post Specification

Post Specification - Key Information

- **Post Title: Regulatory Services Assistant**
- **Date: Aug 2025**
- **Post Group Number: 8810**
- **Job Family: Regulation & Technical**
- **Job Family Role Profile: RT6**
- **Final Grade: 6**

To be read in conjunction with the job family role profile.

Service Area Description

The Public Protection Service ensures that people's living and working surroundings are safe, healthy, hygienic and that consumers are protected. A wide range of regulatory activities are provided, including Consumer protection, Health protection, Infection control, Noise, nuisance and drainage, Health and safety at work, Licensing, Food safety and integrity, Air Quality, Animal health and welfare, Private water supplies, Port health and Stray dogs. The service focuses on prevention, consultation, investigation and education regarding health risks and maintaining a safe environment.

Purpose of this Post

To support officers in the public protection service and to assist officers on appropriate inspections of local businesses, activities and residential premises to ensure compliance with public protection legislation.

Key Job Specific Accountabilities

- To provide technical and administrative support for the service and advice to businesses and residential premises owners based in the Westmorland and Furness area, to encourage public protection and economic growth, or to protect health and welfare.
- Ensuring accurate, professional and timely responses are provided to customers and back-office systems are kept up to date.
- Ensure policies, procedures and workflows for dealing with all service requests are adhered to.
- Assist in ensuring the provision of fit for purpose systems and processes and ensure verification of all supporting documentation
- Ensure strict confidentiality is maintained and data protection rules followed
- To assist with the raising of purchase orders and invoices in accordance with financial regulations. Assist budget holders with the general accounting function of the service as required.
- To assist with the processing and monitoring of payments made to and from the Service, including contacting clients and raising invoices in relation to debt recovery
- Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action. Ensure that the customer's preferred method of contact is captured and maintained
- Promote customer self-service where appropriate and proactively market the benefits of digital and self-service channels to all customers

- Ensure all customers are treated fairly and support and advice given based on their individual needs
- To develop, use and update departmental software systems, including specialist systems (Lalpac, Civica, E5) and processes within the service to ensure a high level of accuracy of information is maintained and to actively assist in the introduction of new systems and techniques to generate efficiencies and improved ways of working
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved
- Assessing risk, identifying potential fraud and working on complex cases in conjunction with Officers
- To assist with Government returns through the collation of information and ensure accurate and up to date information is available including review and performance management information required internally and by statutory bodies.
- Actively develop and maintain knowledge of the Service areas, processes and procedures

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** May need to use equipment or have additional training for particular activities.

Essential Criteria

- **Qualifications:** Good level of general education including 5 GCSEs (including English Language and Mathematics) or equivalent
- **Knowledge:** Some experience of working in a customer focused, service delivery role and good admin skills. An understanding of the relevant legislation and regulations applied to area of service delivery.
- **Experience:** Proven ability to analyse and respond to requests and understanding when to escalate a case. Proven ability to be accurate, detailed and professional in approach to work. Proven ability to deliver high standards and good customer service.
- **Expertise:** Excellent verbal and written communication skills to a variety of different audiences. Strong ICT skills and proven ability to learn new systems quickly.

Disclosure and Barring Service (DBS) Checks

- This post does not request a DBS check.

Job Working Circumstances

- **Emotional Demands:** The post holder may be involved in dealing with challenging situations and dealing with distressed people.
- **Physical Demands:** The post holder may be required to lift and carry equipment, and may be expected to work in awkward or confined spaces
- **Working Conditions:** None
- **Other Factors:**

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