

# Post Specification

## Post Specification - Key Information

- **Post Title: Locality Officer Level 3**
- **Date: September 2025**
- **Post Group Number: 7963**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS9**
- **Final Grade: 9**

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

## Service Area Description

To provide a responsive and high profile presence out in the community with our customers and Ward Members. These roles deliver locally tailored inspection, enforcement and resolution as appropriate. They will also support the delivery of community enabling initiatives to manage demand and delivery of the aims and objectives of the Council Plan out in the local community areas.

## Purpose of this Post

### **All Levels**

To provide a responsive and high profile presence out in the community with our customers and Ward Members. These roles deliver locally tailored inspection, enforcement and resolution as appropriate.

This is a multi-skilled neighbourhood based team providing a presence in the community that can respond to customers, encourage prevention and enabling, resolve issues on the ground and ensure our standards are maintained.

They will also support the delivery of community enabling initiatives to manage demand and delivery of the aims and objectives of the Council Plan out in the local community areas.

Locality Services will:

- Have a strong presence in the local community
- Respond to customer and Member needs, both reactively and proactively
- Resolve issues
- Prevent problems and enable problem resolution
- Help to initiate local projects
- Deliver a more speedy, accessible, responsive customer journey leading to higher customer satisfaction
- Relationship build in the community with customers, partners and other agencies

Locality Services is a flexible service that provides customer support which may extend beyond traditional working hours, therefore flexible working arrangements of a rota system may be required.

All roles are customer centric, whether the customer is internal or external, and require an aptitude for understanding and delivering good standards of customer service.

## Key Job Specific Accountabilities

### **Locality Officer Level 3**

## **The main aspects to the role are:**

- To provide an efficient and professional triage response
- To monitor the standards of the town/district
- To engage with customers and communities

In terms of providing an efficient and professional triage response the role will involve the following activities:

- Responding to reports and requests, keeping customers and colleagues well informed, investigating problems and taking enforcement action when required
- Taking ownership and completing tasks assigned to the team, managing these in a timely manner and delivering to an acceptable standard
- Providing internal and external customers with clear timely updates and details regarding tasks being managed
- Ensuring that all customers (internal and external) are treated with respect, and adopting a friendly, open and approachable manner
- Gathering information and evidence – taking photographs, measurements or making observations, taking witness statements or checking facts with members of the public/customers/Members, producing case notes or placing or checking site and premises notices
- Verifying allegations of planning or tree control breaches and providing information for planning decisions
- Supporting customers to increase recycling and access support if needed
- Making contact with customers about topics such as electoral registrations, or neighbourhood nuisance issues such as bonfires, barking dogs
- Verifying, assessing and/or investigating a range of environmental issues like graffiti or fly tipping, abandoned vehicles, overhanging vegetation or dangerous trees
- Responding to issues caused by customers in local areas including town centres or sports fields and other open spaces – such as busking, or trading without permission, or dogs not being properly controlled
- Confirming works have started or completed for planning and other areas of service activity
- Taking ownership of the standards in area of responsibility through regular monitoring, inspection and by looking closely at the trends in reports in areas and types of issue
- Carrying out regular monitoring by conducting visits to all areas of responsibility including particular hot spots and targeted areas and producing an updated report
- Supporting colleagues in the undertaking of surveys from time to time such as empty property or HMO status surveys, employment space usage surveys or council tax canvasses

- Interacting with and responding to customers in the neighbourhood – in public spaces and in their homes, in drop in sessions, clinics, pop up and regular surgeries – logging requests and reports on behalf of customers (where customers are unable to self-serve)
- Interacting with staff and owners of retail outlets and other businesses in town centres and across the community
- Building and sustaining links with neighbourhood based teams from other agencies and organisations
- Participating in key meetings and events in their area of responsibility (such as neighbourhood or tenant panels, trade and residential associations, key town and village events and shows) – presenting updates, answering questions and promoting channels, services or prevention
- Proactively marketing the benefits of digital and self-service channels to all customers, giving links to online forms and advice when talking to or corresponding with customers
- Capturing customer data (email addresses and telephone numbers into the contact record) where possible and actively encouraging customers to confirm their preferred contact details
- Using mobile devices to report issues via app or pick up and progress tasks using the mobile version of core software
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles

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

### Key Facts and Figures of the Post

- **Budget Responsibilities:** N/A
- **Staff Management Responsibilities:** N/A
- **Other:** N/A

### Essential Criteria

- **Qualifications:** (Required qualifications for the post)
- **Knowledge:** (Essential knowledge required for the post)
- **Experience:** (Essential experience required for the post)
- **Expertise:** (Essential expertise required for the post)

### Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

### Job Working Circumstances

- **Emotional Demands:** N/A
- **Physical Demands:** N/A
- **Working Conditions:** N/A
- **Other Factors:**
- **Leadership Competencies**
- Drive Strategic Development

- Bigger Picture Thinking
- Influencing Others
- Developing Self and Others
- **Core Competencies: All Employees**
- Lead and Motivate Others
- Working Collaboratively
- Taking Ownership
- Customer Focused
- Getting Things Done