

Kent County Council

Job Description: Compliance Officer

Directorate: Growth, Environment and Transport

Unit/Section: Growth and Communities

Grade: KR9

Responsible to: Head of GRT Resident Service

Purpose of the Job:

To appropriately respond to and manage all compliance and enforcement issues on site by administering the informal and formal compliance and enforcement processes on behalf of the Gypsy Roma Traveller (GRT) Resident Service.

Act as the Service's enforcement/compliance expert, and develop, implement and continually review the standards, processes and policies for dealing with compliance and enforcement matters.

Main duties and responsibilities:

1. Work at pace to complete all low-risk civil legal processing, providing internal case management by preparing high quality, accurate 'bundles'/documents/case files for external legal appraisal and action.
2. Where more complex cases are identified, work in partnership with external legal support to progress to a satisfactory outcome, and provide support, assistance and information as needed.
3. Establish a suite of 'standard letters' for dealing with low level compliance issues and breaches of license/planning permissions, and issue for cases as and when necessary.
4. Work closely with Sites Manager when a compliance issue is identified, directing investigations when needed, evidence gathering and producing draft documents for review/approval.
5. Progress all compliance/enforcement cases (including but not limited to debt recovery, breaches of pitch license, unauthorised encampments) to an appropriate point and handover to external Legal advisors for formal legal action.
6. Work closely with Community Liaison Officer on resident debt and issue standard compliance letters for debt recovery (stage 1 debt recovery)
7. Complete thorough and detailed investigations into resident's accounts, progress formal process for reclaiming debt, passing MoneyClaims to legal advisors (stage 2 debt recovery) or taking appropriate preliminary steps for termination of pitch Licence as appropriate. Ensure all statutory duties and responsibilities of the Council are considered in every case. Where appropriate, complete appropriate processes for debt write off once approved by Head of Service.
8. Maintain expert knowledge on KCC policies and all relevant legislation (including but not limited to the Mobile Homes Act, the Human Rights Act, the Criminal Justice and Public Order Act) and provide updates to the team on any changes to legislation and wider legislation and policy issues that may affect GRT communities.

9. Promptly establish, action and administer Notice to Quit, tenancy terminations, abandonment of pitches, unauthorised occupancy in liaison with legal services, police, bailiffs, social services etc.
10. Ensure a high standard of record keeping and ongoing appropriate information sharing. Monitor and reconcile legal spend and maintain progress logs for every case.
11. Gain and maintain a sound understanding of GRT cultures, paying due consideration to culture when communicating with residents, tailoring this as appropriate.

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Person Specification: Compliance Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

<p>QUALIFICATIONS</p>	<p>Holding or working towards a full professional qualification related to legal and/or compliance processes.</p> <p>Holds ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.</p>
<p>EXPERIENCE</p>	<p>Experience of working in a legal or compliance focused role</p> <p>Experience of solving highly complex problems with minimal supervision.</p> <p>Experience of adhering to complex processes, and identifying opportunities for improvement and development</p>
<p>SKILLS AND ABILITIES</p>	<p>Ability to maintain good dialogue and improve professional relationships with the GRT communities.</p> <p>Ability to work at pace, and maintain a structured, robust and thorough approach.</p> <p>Ability to work co-operatively with internal and external colleagues/partners to achieve a mutually beneficial outcome.</p> <p>Ability to work as part of a team as well as being a good self-motivator who is able to work with minimal supervision.</p> <p>Must have excellent organisational skills and a high level of personal resourcefulness in taking responsibility for actions and progressing cases at pace.</p> <p>Good IT skills including Word, Excel, Teams and knowledge of practical use in Microsoft applications.</p> <p>Excellent written communication skills and the ability to communicate with people with different levels of literacy and communication ability.</p> <p>Ability to act assertively and decisively, when necessary, as part of a challenging role or situation.</p> <p>Proven skills in identifying and analysing problems and progressing their solutions on a joint and organised basis with other parties.</p>
<p>KNOWLEDGE</p>	<p>Good knowledge of relevant governing legislation including but not limited to:</p> <ul style="list-style-type: none"> • Health and Safety (landlord responsibilities), • Mobile Homes Act 1983 • Data Protection Act 2018 • Police, Crime, Sentencing and Courts Act 2022 and its

	<p>application.</p> <ul style="list-style-type: none"> • Human Rights Act 1998 • Criminal Justice and Public Order Act 1994 • Equality Act 2010 <p>Proven knowledge of progressing legal/compliance cases to a suitable resolution</p> <p>Good knowledge of the issues and constraints that may exist on caravan/Gypsy and Traveller sites.</p>
<p>BEHAVIOURS AND KENT VALUES</p>	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make

Footnote:

This job description is provided to assist the job holder to know and understand what his/her main duties are. It may be amended from time to time without change to the level of responsibility

appropriate to the grade of post.