



Job profile

Environmental Enforcement Assistant

Grade - D (£17,972 - £18,672)

Group: Communities and Environment

Service: Development, Transport and Public Protection

Location: Civic Centre

Line Manager: Senior Operations Officer

Car User Status: None

Job Purpose

To provide front-line services to the public in relation to the issuing of Fixed Penalty Notices (FPNs) and Penalty Charge Notices (PCNs) dealing with enquiries in person, face to face, by telephone and written communication. This front-line service handles significant volumes of work which demands high levels of accuracy and accountability. All processing must be carried out in accordance with legislative requirements, best practice, council regulations and internal procedures.

The key roles of this post will include:

1. Receiving, recording and assisting in investigating and replying to queries and complaints from members of the public and other departments with regard to the issuing of Fixed Penalty Notices for dog fouling, littering, graffiti and flyposting as well as parking matters. Communication may be in the form of telephone calls, written correspondence or in person. Due to the nature of this role the post holder will be required to handle all communication from difficult customers in a tactful and diplomatic manner.
2. Responsible for updating the Council's FPN/PCN management system ensuring that information contained within is kept up to date.
3. Preparing and dispatching standard letters with regard to payments, queries or appeals.
4. Processes payments and refunds for FPNs and PCNs as required via cash, cheque and debit/credit card payments over the telephone. Assists with the banking of such payments as directed and in accordance with procedural and financial regulations.
5. Printing, checking and assisting with the despatch of payment and recovery documentation as required as well as liaising with the Council Solicitor with regard to the preparation of court files. Attendance at court as necessary.
6. Providing advice and education to members of the public and schools with regard to dog fouling, littering, graffiti and flyposting.



7. Assisting in investigations in respect of all matters regarding FPNs, PCNs and permits including liaison with DVLA (Driver and Vehicle Licensing
8. Agency), Police, Northampton County Court, Traffic Penalty Tribunal, Enforcement Contractors and other professional bodies as necessary
9. Preparation and conducting of PACE interviews with regard to the issuing of FPNs.
10. Assisting with implementing changes to procedures resulting from new legislation and/or best practice.
11. Assisting Senior Operations Officer with the administration of cases taken to the Magistrates Court.
12. Taking minutes at meeting when necessary
13. Undertaking any other duties and responsibilities that may arise from time to time which are within the capabilities of the post holder and commensurate with the grade of the post



Knowledge & Qualifications

Essential:

Experience

- Dealing with the public
- Working in customer-focused fields
- Good written and verbal communication skills
- Well developed interpersonal and team-working skills
- Remaining resilient and professional in challenging situations with good use of judgement.
- A level of computer skills/data

Qualifications

- 5 GCSEs at grades 4 or Grade C (or equivalent qualifications or experience)

Desirable:

Knowledge

- Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005, Data Protection Act 1998, Police and Criminal Evidence Act 1984 and other relevant legislation
- Community issues

Experience

- Enforcement activity or a Regulatory function



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences