



Job profile

Environmental Enforcement Officer

Grade E (£18,870 - £20,541) - (All-inclusive to include unsocial hours and weekend working)

Group: Communities and Environment

Service: Development, Transport and Public Protection

Location: Borough-wide, based at the Civic Centre

Line Manager: Parking Services and Streetworks Manager

Car User Status: Casual

Job Purpose

To assist in the day to day monitoring and enforcement of environmental issues and contraventions of relevant legislation.

The key roles of this post will include:

1. Mobile and foot patrols of on and off street areas, inspecting public areas, identifying contraventions and issuing Fixed Penalty Notices using hand held terminals or manual systems when necessary, reporting any other environmental, parking and community safety problems to relevant departments or agencies where appropriate.
2. Carry out educational visits to schools and other locations to advise on environmental issues such as littering, dog fouling, graffiti and flyposting and the associated legislation and penalties attached to these.
3. Provide advice and education to members of the public on issues such as dog fouling, littering, flyposting and graffiti.
4. Maintain accurate records of activities, Fixed Penalty Notices issued and evidence required for court proceedings.
5. Attend Court proceedings to support prosecutions where required.
6. Maintain a suitable level of knowledge of relevant legislation (including but not limited to Cleaner Neighbourhoods & Environment Act 2005, Environmental Protection Act 1990, PACE 1984, RIPA 2000)
7. Undertake administrative duties as required, ensuring that correct audit procedures and security arrangements are followed.



8. Synchronise Fixed Penalty Notices and photographic evidence from handheld terminals and/or digital cameras.
9. Download and manage video evidence from Body-Worn Video Devices
10. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Cleaner Neighbourhoods & Environment Act 2005, Environmental Protection Act 1990, PACE 1984

Experience

- Strong communication, observational and customer care skills

Qualifications

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

Officers should be

- Capable of walking considerable distances in all weathers
- Psychologically resilient
- Computer literate
- Able to work independently and as part of a team
- Able to manage their own workload and cases effectively
- Capable of effective communication at all levels
- Able to demonstrate a flexible approach to work
- Capable of working while displaying/maintaining the corporate values of the Council
- Capable of writing statements

Desirable:

Knowledge

- Enforcement and court procedures
- RIPA 2000 and other relevant legislation

Experience

- Enforcement work or a Regulatory Function
- Surveillance work and data gathering
- Conducting formal interviews
- Statement writing
- Producing reports and KPI data
- Presenting evidence at Court



- Customer engagement
- Conflict management
- Liaison with emergency services
- Using handheld computer terminals
- IT systems including MS Office
- Partnership working

Qualifications

- English Language GCSE at grade A*-C (or equivalent qualifications or experience)
- Conflict management and de-escalation skills



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