



Job profile

Senior Environmental Enforcement Officer

Grade - F (£21,693 - £23,866) - (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: Enforcement Manager

Car User Status: Casual

Job Purpose

To monitor and supervise the day-to-day environmental enforcement of public areas throughout the borough of Gateshead, providing support to the enforcement officers and ensuring appropriate focus on the Council's enforcement priorities.

The key roles of this post will include:

1. Supervise, monitor, provide assistance to and manage the performance of the Environmental Enforcement Officers including meeting them on site, resolving any queries, conducting briefings, providing support following incidents and issuing equipment.
2. Support the Parking Services Manager and Enforcement Manager in developing Environmental Enforcement Officers daily rotas, patrol areas and enforcement strategies.
3. Monitor the performance and well-being of the Environmental Enforcement Officers, addressing any performance issues identified and providing support where necessary
4. Investigate complaints relating to the enforcement officers
5. Carry out patrol activity, issuing Fixed Penalty Notices as appropriate
6. Ensure correct procedures are followed by enforcement officers in preparing evidence for court, and attending court when necessary to support prosecutions
7. Support and monitor the synchronisation of photographic and video evidence associated with Fixed Penalty Notice data generated by the Environmental Enforcement Officers.
8. Carry out role-related training with the enforcement officers



9. Liaise with the Parking Services Manager to notify them of any defective equipment/transport associated with the enforcement role, deal with any requests as necessary
10. Liaise and collaborate with other operational elements within Communities and Environment and its partners as well as members of the public.
11. Deputise for the Senior Civil Enforcement Officer (Parking) when necessary
12. 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

- City and Guilds Level 2 Certificate for Parking Attendants (1985) (or be willing to gain this upon employment)
- 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
- Able to deal with difficult situations
- 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
- Supervisory or management role
- 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