

## **JOB DESCRIPTION**

<b>Job Title:</b>	Environmental Enforcement Officer
<b>Salary Grade:</b>	Grade 5 (£23,111 - £25,463)
<b>SCP</b>	25 - 28
<b>Job Family</b>	Regulatory and Technical
<b>Job Profile</b>	RT 4S
<b>Directorate:</b>	Economy and Place

### **1. Primary Purpose:**

- 1.1. To direct and manage enforcement proceedings for relevant environmental crimes which relate to a public risk of harm or community wellbeing.
- 1.2. To provide education, advice and assistance to individuals, community groups and business where necessary to ensure legislative compliance with relevant regulations.
- 1.3. Provide technical and professional support and advice to improve and support front line service delivery and identify trends

### **2. Key Responsibilities:**

- 2.1. To administer enforcement sanctions for contraventions of environmental legislations by businesses or individuals who are proven to have acted irresponsibly and in a manner likely to cause harm to public health or the environmental quality of the locality
- 2.2. To provide support and assistance to individuals and businesses on environmental regulations and legislation, to encourage and require compliance where possible.
- 2.3. To undertake educational work and actively engage with the local community, including local businesses, community groups, associations and schools, promoting environmental awareness and responsibility.
- 2.4. Assist with the production/negotiations with trade waste contracts, school SLA's and other rechargeable works.

- 2.5.** Undertake quality assurance and compliance audits and inspections and support operational team to drive improvement.

**3. Main Duties:**

- 3.1. Carry out environmental enforcement to include fly tips, stop and search exercises, nuisance vehicles, dog control orders, trade waste etc., and to issue Fixed Penalty Notices (FPN's), serve formal notices and issue letters, notices, schedules and other documents as may be required.
- 3.2. To patrol areas, undertake observations, investigations and surveys to identify compliance with relevant legislation and give advice where necessary on any matter within the remit of the post.
- 3.3. To prepare cases with a view to prosecution and to attend Court and give evidence as and when required.
- 3.4. Undertake out of normal hours working as necessary to meet the needs of the service
- 3.5. Undertake inspections of streets/local environment and reports standard against national and local indicators
- 3.6. Provide detail and estimates for rechargeable works, ensuring worksheets are amended, accurate and fit for purpose. Develop strong links and relationships with customer base and seek to maximise income opportunities.
- 3.7. Liaise with operational management/teams to ensure requested works are undertaken as per contract/SLA.
- 3.8. To liaise and attend meetings with the local community, developing links with site users, user groups, local schools, residents associations and other groups as appropriate including supervision of work by such groups.
- 3.9. Oversee the arrangements and co-ordinate the removal of abandoned vehicles.
- 3.10. Assist in the production and updating of operational handbooks, compile risk assessments, quality assurance audits, compliance inspections and produce reports.
- 3.11. To prepare reports for senior officers to assist decision-making and to retain efficient and accurate records in accordance with departmental policy and legislative requirements.
- 3.12. To undertake marketing and promotional activities as necessary and assist in the delivery of special events
- 3.13. Provide accurate costing on products and services to assist estimates and quotations for external and internal services.

- 3.14. To contribute to the delivery of quality services and achievement of identified targets such as those contained within the service plans.
- 3.15. To work with other Council departments and external agencies for the benefit of the public and other users.
- 3.16. To advise on potential for improvements to the service and the appropriate use of any allocated improvement funds.
- 3.17. To carry out any other reasonable duties in accordance with the grade of the post.
- 3.18. You must carry out all your duties with full regard to the Council's Equal Opportunities Policy, Health and Safety Policy, Code of Conduct and all other Council policies.
- 3.19. Assist and coordinate community involvement with internal and external bodies.
- 3.20. Assist with works programmes, provide evidence and support works undertaken by various third sector and voluntary teams e.g. Probation Services, Durham Wildlife Trust, Springboard and CEED.
- 3.21. Assist with general requests for service/complaints/councillor requests, provide verbal and written responses as appropriate.
- 3.22. The postholder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
- 3.23. The postholder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
- 3.24. The postholder must comply with all internal policies and Codes of Practice.

## Person Specification

Essential Requirements	Method of Assessment
<b>Experience/Education/Training</b> <ul style="list-style-type: none"> <li>Educating and advising individuals and groups in an enforcement environment.</li> </ul>	Application Form/ Interview
<b>Skills/knowledge and Ability</b> <ul style="list-style-type: none"> <li>Able to develop knowledge/ experience of all aspects of service delivery to afford technical support and ensure compliance with agreed policies and procedures.</li> <li>Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information.</li> <li>Able to persuade, negotiate and influence effectively.</li> <li>Able to effectively use a PC to prepare documents, record information or input data.</li> <li>Updating and extracting data from appropriate ICT systems.</li> <li>Be able to provide excellent customer service by being able to delight customers, and deliver high quality tailored services to meet needs and exceed expectations.</li> <li>Be socially confident and self-assured when meeting new people.</li> <li>Able to work effectively within a busy team environment, or independently.</li> <li>Listens to others to assess requirements in order to respond appropriately and efficiently.</li> <li>Seeks and considers the views of others.</li> <li>Able to make decisions and reach conclusions.</li> <li>Able to adapt to changes in colleagues, settings and working environment</li> <li>Able to work at a fast pace and cope well with a higher level of workload.</li> <li>Able to be innovative and creative.</li> <li>Able to pay attention to detail.</li> <li>Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy.</li> <li>Able to critically evaluate information.</li> <li>Able to analyse the behaviour and motives of others.</li> <li>Be able to adapt behaviour to suit the situation or customer.</li> <li>Able to work with facts, figures and numerical data.</li> <li>Not easily offended, and able to deal with criticism.</li> <li>Able to conceal emotions or feelings in the workplace.</li> <li>Able to maintain a positive view of situations.</li> <li>Able to take a balanced approach to both a varied or</li> </ul>	Application Form/ Interview/ Online Assessment

repetitious work load. <ul style="list-style-type: none"> <li>• Able to take a long term strategic perspective.</li> </ul>	
<b>Work related circumstances</b> <ul style="list-style-type: none"> <li>• Ability to meet the travel requirements of the post</li> <li>• Ability to work outside of normal working hours to meet the needs of the service.</li> <li>• Compliance with health and safety rules, regulations and legislation</li> <li>• Commitment to Equal opportunities</li> </ul>	Application Form/ Interview