

**NORTHUMBERLAND COUNTY COUNCIL
JOB DESCRIPTION**

| | | | | |
|---|----------|--|-----------------------|------------------------------|
| Post Title: Principal Environmental Enforcement Officer | | Director/Service/Sector: Housing and Public Protection/ Public Health Protection Unit. | | Office Use |
| Grade: 9 | | Workplace: County Coverage, based at Stakeford Depot. | | JE ref: HRMS ref:2961 |
| Responsible to: Public Health Protection Unit Manager | | Date: 2014 | Manager Level: | |
| Job Purpose: To operate over a specific technical area of work activities and deal with the more complex problems arising in that field. To be responsible for, administer and co-ordinate the day to day work activities of the environmental enforcement and animal welfare team and ensure necessary actions are taken to achieve the objectives of the team and service. | | | | |
| Resources | Staff | Supervisory responsibility for a number of professional, technical and support staff providing County wide services. | | |
| | Finance | To be accountable for spending of allocated services budgets. Managing contracts with clients and contractors, fee generation and collection. | | |
| | Physical | Vehicle, tools and equipment. Data in public protection and associated databases. | | |
| | Clients | Public and private sector organisations including utility companies, law enforcement agencies, Office of Surveillance Commissioners, members of the public, elected members and other council departments. Attendance at Court where applicable. | | |
| Duties and key result areas: | | | | |
| <div>1. Manage & lead the officers the post holder is responsible for including the administration and co-ordination of the day to day work activities, maintenance of records and performance statistics.</div> <div>2. Ensure the team carries out the enforcement of environmental, public health, dog control & animal welfare related legislation. Identifying all incidents and enforcing accordingly whether by prosecution, FPN's, formal cautions or written warnings. Ensuring a high quality service, orientated towards customers, in line with the Council's corporate aims and objectives. Ensure that the teams activities are compliant with RIPA, PACE & related legislation.</div> <div>3. Investigate complaints and enquiries associated with environmental enforcement issues to ensure their successful resolution, including being responsible for the supervision of all forms of communication with customers and all stakeholders.</div> <div>4. To manage a proactive programme of environmental enforcement patrols county wide to ensure effective environmental enforcement particularly concerning dog control orders, dog fouling, and littering. To ensure the programme is always intelligence led and targeted, updating & developing it as needed.</div> <div>5. To take a proactive role on behalf of the Public Protection Service in the delivery of council neighbourhood initiatives assisting the Unit Manager in the development of the Services neighbourhood protection role. To ensure the team plays a full and active part in the development and delivery of neighbourhood action plans in active partnership with all stakeholders.</div> <div>6. To manage the Council's stray dog control service, ensuring a rapid response service that has high welfare standards. To negotiate, monitor and maintain contractual arrangements with kennelling provider(s) to ensure they represent value for money.</div> <div>7. Represent the interests of the Public Protection Service for the County Council at public meetings, district or parish council meetings, committees etc. as required by the Unit Manager. Where necessary deputise for the Unit Manager.</div> <div>8. Ensure a value for money service level is delivered, be able to demonstrate & report the section's performance against service plans, adapt the service area in response to legislative change and develop the service in the future, responding to customer needs and council priorities.</div> <div>9. Assist the Unit Manager in the development of new council procedures as needed in light of changes to legislation or good practice guidance.</div> <div>10. To ensure that individual, team & unit, corporate performance targets and local performance indicators are met, databases are maintained and provide reports as required by the Unit Manager.</div> | | | | |

11. Day to day use of IT systems inc Windows Office suite for writing correspondence and use of spread sheets & CIVICA databases for performance and financial monitoring. Also undertake research and prepare presentations as necessary.
12. To liaise with elected members, parish councils, resident groups, general public and other customers by telephone, correspondence and in person in accordance with the Council's policy for customer care.
13. Provide advice and assistance to Local Service's team leaders and area managers on environmental enforcement matters.
14. Contribute to the development and maintenance of Local Services Group quality, environmental and health and safety systems. Embrace the concept of customer care and IIP in all activities.
15. Fulfil the corporate aims and policies of the council in respect of people management, staff development, working terms and conditions, equality, employee relations, employee health & safety, welfare and attendance.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

| | |
|-------------------------|--|
| Transport requirements: | Travel to office on a daily basis and visiting operational sites and reported incidents as and when required. lease car and operational equipment supplied . Full driving license required. |
| Working patterns: | Normal office hours, but early and late starts and weekend work as and when the operational need demands. |
| Working conditions: | Site visits at all times of the year in all weather conditions. Lone working on highway or further a field most of the time, need concentration and awareness to ensure own and others safety when working on the highway. |

PERSON SPECIFICATION

| | | |
|--|---|------------------|
| Post Title: Principal Environmental Enforcement Officer | Director/Service/Sector Local Services, Public Protection/ Public Health Protection Unit | Ref: |
| Essential | Desirable | Assess by |
| Knowledge and Qualifications | | |
| <ul style="list-style-type: none"> • A good standard of general education demonstrating good levels of numeracy and literacy. • Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues, and theoretical background in the area of environmental enforcement particularly: Environmental Protection Act 1990, Clean Neighbourhoods & Environment Act 2005. • Knowledge of dog control and animal welfare legislation. • Thorough knowledge and understanding of the principles of prosecution case file preparation in line with court requirements. • Thorough knowledge and understanding of P.A.C.E. and RIPA and the submission of surveillance applications to authorising officers and magistrate's court. • Demonstrates an awareness and commitment to excellent customer care and service provision. • An understanding of the key health and safety issues relating to the service. | <ul style="list-style-type: none"> • Management qualification or accredited management training. • Conflict Resolution Training. • Legal or technical qualification in related subject. • Knowledge and understanding of wider environmental health legislation best practice, contemporary issues, and theoretical background. | a, i, r |
| Experience | | |
| <ul style="list-style-type: none"> ▪ Recent experience and achievement of managing environmental enforcement &/or animal welfare/dog control team within an organisation of comparable scope and complexity. ▪ A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. ▪ Experience and demonstrable success in the generation and management of change and of securing the support of others in the process. ▪ Experience of performance management within a comparable organisation. ▪ A successful track record of engaging effectively with others including members at a senior level and building productive partnerships with key stakeholders. ▪ Experience of successfully carrying out covert surveillance operations ▪ Experience of working with Microsoft Office IT solutions | | a, i, r |

| | | |
|--|--|---------|
| <ul style="list-style-type: none"> • Experience of working with specialist IT solutions including databases and hand held data recording equipment • Experience of prosecution case file preparation and giving evidence at Court • Experience in managing environmental enforcement & neighbourhood protection initiatives | | |
| Skills and competencies | | |
| <ul style="list-style-type: none"> • Developed: investigative, analytical, interpretive, communicative, educative, organisational and attitudinal skills. • Ability to prepare written reports that communicate technical & scientific information to a wide range of audiences. • Excellent communication skills to deal with a wide range of customers often under conflict situations • Effective IT skills and ability to understand the use of ITC to achieve work objectives. • Objective and rational approach to problem solving with an ability to make reasonable and balanced decision whilst on site and at meetings • Good interpersonal skills with the ability to lead working groups • Self-motivated, adaptable and resourceful. • Be able to conduct a recorded interview under PACE that is acceptable by the Courts. • Be able to plan and oversee surveillance operations. • Effective planning and organisational skills with an ability to work with minimal supervision • Suitable dexterity to operate equipment for data recording and coring • The ability to prepare clear and accurate reports for Senior management. • Dependable, reliable and a good timekeeper. • Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. • Helps managers to create a positive work culture, in which diverse, individual contributions and perspectives are valued. • Able to work with only general direct supervision and organise own workload. | | a, i, r |
| Physical, mental and emotional demands | | |
| <ul style="list-style-type: none"> • Long periods of driving throughout the County in all weathers whilst identifying defects requiring enhanced periods of sensory attention • Personality, conduct and credibility to engage and command confidence in managers, staff, public and private service users • Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work. • Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers. | | a, i, r |

| | | |
|--|--|--|
| <ul style="list-style-type: none"> • Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others, for example, committee reports, the need to respond to an urgent and serious problem. • Emotional demands in occasionally dealing with individuals in connection with environmental health matters who do not exhibit normal rational behaviour or have personal problems which result in a 'request for service' and are unpredictable, unwillingness to accept alternative points of view or comprehend the implications of their actions. • Emotional demands in occasionally dealing with business people, members of the public or others who are angry following enforcement action or notification of intention to prosecute. | | |
| Other | | |
| <ul style="list-style-type: none"> • Must hold a full British or EU driving licence | | |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits