Northumberland County Council
JOB DESCRIPTION

Post Title: Environmental Enforcement Officer	**Director/Service/Sector :** Local Services, Highways & Neighbourhood Services	**Office Use**
Band: 6	**Workplace:** Area based	**JE ref:** 1437 **HRMS ref:**
Responsible to: Environmental Maintenance Manager	**Date:** 2 December 2010 **Manager Level:**	

Job Purpose: To undertake the enforcement of the NEAT & Highways Cleaner Neighbourhoods and Environmental Protection Act, in connection with Litter, Fly-Tipping, Fly-Postering, Abandoned Cars and Graffiti. To issue warnings and fixed penalty notices to the general public and local business connected with offences contravening the Cleaner Neighbourhoods and Environmental Protection Acts. To publicise, promote and educate the general public and local business, in environmental matters, to improve the local environmental quality across the County and ensure necessary remedial actions, are promptly reported to operational management for actioning, or, where possible, immediate re-instatement is actioned.

Resources Staff	Not applicable
Finance	Monitoring budgets. Ensure that the ordering, processing and payment of Invoices, is carried out in accordance with the Council's Financial Regulations and Standing Orders.
Physical	Vehicle, tools and equipment. Large amounts of data in street-works, environmental and associated databases
Clients	Public and private sector organisations including utility companies, members of the public, elected members and other council departments. Attendance at Court where applicable.

Duties and key result areas:

1. Co-ordination and enforcement of the Cleaner Neighbourhoods and Environmental Protection Act, identifying all incidents of Environmental related crime and ensuring fair, high quality service, orientated towards customers, in line with the Council's corporate aims and objectives.
2. Represent the interests of Highways and Neighbourhood Services for the County Council at public meetings, district or parish council meetings, public meetings etc as required
3. Identifying and recording defects, issuing formal defect notices, compliance enforcement, issue of penalties for non-compliance
4. To ensure that the levels of enforcement carried out, are to a high standard and that quality and Customer Care are paramount and in line with P.A.C.E. Regulations. Also to fully develop, implement and enforce any existing or new National or Regional Legislation or Policies.
5. To ensure that individual, team unit, corporate performance targets and local performance indicators are met
6. To carry out visual safety inspections of the public highway and other council maintained open spaces, in accordance with the Council's policy for Highway and Neighbourhood Services maintenance and to order repairs to all actionable defects identified.
7. Investigate complaints and enquiries associated with highway and environmental issues and to ensure their successful resolution, including being responsible for all forms of communication with internal and external bodies and customers.
8. The enforcement of the Highways Act 1980, New Roads and Street Works Act 1991, Traffic Management Act 2004, Environmental Protection Act 1990 and other associated legislation.
9. Day to day use of IT systems inc. specialist software for Streetworks Management. PDA use for all inspections, raising of defects, compliance notices etc. and Windows Office suite for writing correspondence and use of speadsheets for PU performance and financial monitoring. Also undertake Research and prepare presentations as necessary.
10. 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.
11. Provide general assistance to the Senior Team Leaders and Area Management.
12. To comply with the Council's Comprehensive Equality Policy and to ensure its operation within the context of the post, to include either or both service delivery or employees issues.
13. Promote and maintain procedures and safe systems of working to comply with health and safety and employment legislation, including the CDM regulations
14. Contribute to the development and maintenance of Place Group quality, environmental and health and safety systems. Embrace the concept of customer care and IIP in all activities

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 operational sites on a daily basis throughout the county with occasional visits to area offices and training premises further afield, van and operational equipment supplied
Working patterns:	Normal office hours
Working conditions:	Site visits at all times of the year in all weather conditions. Lone working on highway or further afield most of the time, need concentration and awareness to ensure own and others safety when working on the highway

Northumberland County Council
PERSON SPECIFICATION

Post Title: Environmental Enforcement Officer	**Director/Service/Sector :** Local Services, Highways & Neighbourhood Services	**Ref: 1437**
Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
• Good level of general education in a technical subject to HNC, NVQ Level 3 or equivalent, or extensive knowledge of the technical issues related to street works and associated environmental inspections. • Extensive knowledge of P.A.C.E. and Environmental Protection Legislation. • Knowledge of H&S requirements when working on the highway, other operational sites and when operating equipment • Must possess current driving licence.	• Knowledge of good management practice and a knowledge of ISO 9001, ISO 14001 and OHSAS 18000 • Conflict Resolution Training	
Experience		
• Recent experience of dealing with enquiries from the public and clients, sometimes of a contentious nature • Effective working with members, senior officers and support staff • Experience of dealing with both internal and external agencies • Experience of working with Microsoft Office IT solutions • Experience of working with specialist IT solutions including databases and hand held data recording equipment	• Understanding the issues relating to forward works programmes	
Skills and competencies		
• 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 • 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 objective reports	
Physical, mental and emotional demands		
• 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 • Ability to work in unpleasant outdoor environments on a regular basis • Ability to remain calm when dealing with contentious subjects with callers and face to face contact • Ability to work under pressure on occasion • Concentration and awareness and ability to ensure own and others safety when working alone or with others on the highway • Ability to deal with the stress of working on high speed roads		
Motivation		
• 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. • Proactive and achievement orientated • Able to work with only general direct supervision and organise own workload.		

• Ability to use own initiative to organise repairs in the most efficient and cost effective manner.		
Other		
• Must hold a full British or EC 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