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| **Job Description** |
| **Post title** | Community Protection Officer (Covid-19 Compliance) |
| **JE Reference No** | A4839 |
| **Grade** | 9 |
| **Service** | Neighbourhoods & Climate Change |
| **Service Area** | Community Protection Services |
| **Reporting to** | Community Protection (Covid-19 Compliance) Team Leader |
| **Location** | Your normal place of work will be Annand House, Meadowfield but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The postholder will play an integral role in the delivery of the Council’s COVID-19 Local Outbreak Control Plan and will work alongside Community Resilience and Public Health teams and other key partner organisations to prevent and contain COVID-19 and any emerging bio security risks that threaten the health of the general population.

The postholder will deliver a range of proactive and reactive interventions to support businesses through education and proportionate regulation to ensure compliance with relevant COVID-19 legislation and guidance.

As a duly authorised officer the post holder will be responsible for the regulation and enforcement of health protection legislation, in accordance with service policies and procedures.

The postholder will deliver effective proactive and reactive surveillance / monitoring visits and patrols relating to COVID—19 compliance and offences within the legislative framework, using the full range of enforcement powers, advice and education.

The post holder will contribute to the delivery of education and community engagement activities with individuals and businesses to promote compliance and build resilience within communities and enable them to prepare, respond and recover from COVID-19 and other public health emergencies.

To maintain an out of hours operational response to COVID-19 outbreaks and health protection restrictions the post holder will be required to work on an alternating rolling shift pattern providing cover between the hours 8.30 am to 12 pm including weekends.

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| **Duties and responsibilities** |

1. Work closely with the Community Protection Team and Public Health Teams to support the delivery of the County Durham Outbreak Control Plan including enforcement of relevant legislation and application of national COVID-19 guidance and policy.
2. To provide basic follow up contact to individual cases/close contacts as required by the public health team and Public Health England.
3. To visit and report on all relevant business premises within the County with regard to COVID-19 related compliance, including the investigation of complaints regarding poor COVID-19 control practices, taking appropriate enforcement action where necessary.
4. To observe and record examples of poor public/community COVID-19 compliance – gatherings, social distancing, queuing etc. – and to work with partner agencies and the community accordingly to support compliance.
5. To provide advice and support to businesses on how to operate in a Covid secure way in accordance with Government and sector guidance, including the delivery of initiatives aimed to support and promote good practice.
6. To educate, inform and improve understanding and awareness of national and local requirements
7. To issue fixed penalty notices, produce pre-prosecution assessments, make recommendations for further action and prepare and administer formal cautions if appropriate.
8. To deliver projects, proactive initiatives, awareness raising campaigns and educational programmes to promote and effectively prevent the spread of the COVID-19 infection.
9. To organise and participate in events and the distribution of educational materials, aimed at promoting awareness of Covid-19 and to promote good public health controls.
10. To work with COVID-19 Champions across the county in support of a cohesive approach to raising education and awareness in communities, based on an intelligence led approach to targeted delivery.
11. To support the delivery of associated multi-agency activities which align to the council’s COVID-19 response.
12. Ensure effective communication, which may often be highly complex, sensitive and contentious, is delivered to businesses, individuals and communities on relevant legislative requirements and associated public health guidance.
13. Provide relevant information and local intelligence/data to the Head of Community Protection and contribute to the development of local risk assessments and a strategic approach to regulation as well as problem solving solutions that may involve the Council, partner agencies and community-based resources.
14. Deliver a range of intervention services that impact upon local communities and the wider determinants of health to reduce inequalities and deliver health improvement.
15. Maintain positive and effective relationships with partner agencies through regular and appropriate liaison to improve joint planning arrangements, collaborative working and information sharing emergency planning and business continuity.
16. To work within, and meet the stringent performance criteria of, a performance management framework which specifies for example number of visits undertaken, number of complaints responded to and number of enforcement actions taken. (This list is not definitive).
17. To follow relevant procedures and gather, store and prepare all appropriate legal evidence (including statements, fixed penalty notices, photographs and records of interviews) with sufficient details to ensure appropriate enforcement action can be taken and to appear in court if required and present appropriate evidence to attempt to gain a conviction.
18. Raise awareness and understanding of public health risks and the local emergency response through the delivery of key public health messages and other communications.
19. To prepare reports, collate statistics and keep records (including computer records) in connection with the role.

1. Support the Civil Contingencies Unit and Community Protection Team in providing a COVID-19 out-of-hours response.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Educated to degree level and/or substantial relevant experience in a related enforcement field
* Willingness to undergo essential training
 | * Health & Safety qualification
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| Experience | . * Experience in the enforcement of legislation, rules or regulations etc
* Experience and knowledge of the Police and Criminal Evidence Act and other legislation related to the post.
* Experience in the collation of evidence for, and the presentation of evidence at, Court Hearings
* Experience of working in partnership and delivery of multi agency operations
* Experience of dealing with the public in various situations, including conflict.
* Experience in the presentation of talks, demonstrations etc.
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| Skills & Knowledge | * A thorough knowledge of the changing legislation, regulations and guidance associated with Covid-19.
* Aptitude and ability to carry out enforcement activities.
* Excellent level of written, oral and persuasive communication skills
* Ability to deal with members of the public, with firmness, tact and discretion
* Knowledge of front line service areas and other partners involved in COVID-19 pandemic response.
* Ability to work to tight deadlines on a wide variety of tasks
* Good ICT skills
 | * Project management skills in the delivery of projects.
* Understanding and skills in risk management. community engagement and participation techniques
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| Personal Qualities | * Willing to be flexible and adaptable to meet changing needs.
* Ability to identify a range of appropriate solutions to issues and problems.
* Self motivated, proactive and enthusiastic.
* Must be able to work as part of a team.
* Methodical and well organised, with a commitment to providing a quality service and attention to detail
* Must be capable of working within, and meeting the stringent performance criteria of, a performance management framework.
* Customer focus and positive outlook.
* Access to a car or means of mobility support (if the post holder is driving then they must hold a current valid driving licence and have appropriate motor insurance cover).
* Must be prepared to work evenings and weekends on a rota basis
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