

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Adults, Health & Wellbeing		Service Area: Community Safety
JOB TITLE: Civic Enforcement Officer		
GRADE: H		
REPORTING TO: Community Safety Team Leaders		
1.	JOB SUMMARY: You will be responsible to the Community Safety Manager via the Community Safety Supervision team. Your role will be to provide an effective and efficient response of environmental enforcement and engagement activities in Stockton on Tees. The postholder will use a range of measures, including civil legislation and problem-solving solutions to proactively impact and reduce criminal behaviour and community harm, including but not limited to, dog fouling, anti-social behaviour, fly tipping, Public Space Protection Orders and abandoned vehicles. A focus of this role will also include parking enforcement duties in order to ensure free-flowing traffic around the local area.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	Parking Enforcement Duties
	2	To deal with a range of environmental offences including littering, dog fouling and nuisance vehicles.
	3.	To be responsible as directed by Supervision to patrol alone or as part of a team to carry out effective enforcement and intervention activities for a wide range of offences.
	4.	To provide a focal point of contact and expertise within the Community Safety service for reports of anti-social behaviour, environmental offences and community safety issues in Stockton on Tees.
	5	To investigate cases, collect evidence; prepare statements and case files for Court relating to environmental and anti-social behaviour offences. To manage case files and take appropriate action, including evidence gathering, preparation and service of documents for legal action and giving evidence in Court.
	6	To contribute to the frontline delivery of the strategic plans and/or priorities set and agreed by the Safer Stockton Partnership, working to reduce Crime and anti-social behaviour and the fear of Crime and anti-social behaviour for communities and residents within the Stockton Borough.
	7.	To undertake uniformed patrols carrying out the authorised powers of an Officer under the Community Safety Accreditation Scheme with Cleveland Police, devolved from the Local Authority or any other Agency in accordance with Stockton Council Procedures.

8.	To work alongside the Case Management Officers responding to complaints and gathering evidence of anti-social behaviour and Environmental Crime to be used in interviews and case file preparation for enforcement action, or for other actions and interventions as appropriate.
9.	To have an understanding of Service protocols and procedures and apply this to all aspects of work.
10.	To observe the requirements for Information Security and of the Freedom of Information and Data Protection Acts.
11	To understand and implement relevant legislation pertinent to Enforcement and Community Safety.
12	Record, monitor and ensure the safe use and security of all equipment, vehicles and property of the Community Safety and Security Service.
13	To attend and participate in multi-agency and public meetings where cases of anti-social behaviour, environmental crime and community safety issues are considered and discussed.
14	To liaise with other departments and external agencies as required, ensuring the effective preparation of case files in line with relevant legislation such as Police and Criminal Evidence Act.
15	To serve legal notices as required on persons as directed by legislation and powers granted under the Community Safety Accreditation Scheme or any other relevant power.
16	Contribute to the collective objectives of the area service via joint team working within this service area and across all other areas of the Local Authority.
17	To take reasonable care of your own health and safety and co-operate with management so far as is necessary to enable compliance with the Authority's health and safety rules and legislative requirements.
18	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
19	This job description outlines the main activities of the post holder. It is not meant to be, nor is it, an exhaustive or exclusive list of specific duties and activities. The post holder will be expected to undertake any duties which could reasonably be construed as being within the remit of the post and which arise out of changes in legislation, regulations, orders rules and working practices, methods and procedures and reviews, as directed from time to time.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated: Revised March 2025/ Community Safety Review



PERSON SPECIFICATION

Job Title/Grade	Civic Enforcement Officer	H
Directorate / Service Area	Adults, Health & Wellbeing	Community Safety

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	- NQF level 3 or equivalent level of work related knowledge and experience in an appropriate discipline. - Full Driver's License (preferably clean). - Be eligible to submit an application for accreditation under the Community Safety Accreditation Scheme with Cleveland Police and meet the standards of acceptance to the Scheme which will include passing a security vetting. - Willingness to commit to further professional development in the role.	- Possess a valid accreditation card under the Community Accreditation Scheme. - Problem Solving Training - Crime Prevention training/qualification. - Additional relevant professional qualifications in a directly related subject area.	Application form
Experience	- Experience in managing a caseload. - Experience of dealing with complaints of anti-social behaviour and environmental crime. - Experience of working in an enforcement related background.	- Court experience. - Experience of working in a disciplined uniformed service and carrying out patrols. - Experience of co-ordinating and developing a project/action plan. - Experience of working in a mediation capacity.	Application / Interview

	• Experience in addressing meetings and / or community groups and interacting with members of the public/community. • Experience of working in a multi-agency environment • Knowledge of environmental and anti-social behaviour legislation and local procedures. • Knowledge of enforcement action. • Knowledge of problem solving and using a multi-agency approach.	• Understanding of the Community Safety Accreditation Scheme with Cleveland Police. • Working knowledge of PACE and experience of implementing it in a regulatory background.	
Skills	• High level of interpersonal and communication skills both written and verbal. • Excellent organisational skills. • IT literate (competent in Microsoft Office and Outlook Calendar). • Ability to prioritise, and work under pressure. • Ability to deal constructively with conflict and difficult situations. • Ability to work to deadlines. • Investigatory, surveillance and evidence gathering skills. • Ability to work independently using your own initiative and as part of a Team. • Report writing skills.	• Negotiation and/or mediation skills. • Monitoring and reporting on a set case load to agreed timescales.	

Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • Passionate and committed. • Demonstrate high standards of professionalism and integrity. • Possess a flexible and adaptable approach to work, able to vary working hours, sometimes at short notice. • Be physically and medically fit to undertake prolonged patrol on foot and in vehicles in inclement weather conditions.	• Commitment to issues surrounding community safety and stabilising communities.	Application / Interview
Other requirements			

Person Specification dated: Revised March 2025/ Community Safety Review

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Adults, Health & Wellbeing	SERVICE AREA: Civic Enforcement
JOB TITLE: Civic Enforcement Officer	
GRADE: H	
JOB LOCATION / BUILDING: Municipal Buildings	
REPORTING TO: Community Safety Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health

Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.

Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.	x	

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.	x	
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		x
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>	x	
Lone Working (including Home Working): Employee will be required to work alone.	x	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) DSE Training and assessment should be completed on commencement – arranged by manager	x	
Any Other: Please identify any other known risks associated with this job role. Officer may need to deal with clients who are positive for Covid-19	x	

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Richard Bradford

Date: 26/06/2026

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk