EAST STAFFORDSHIRE BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE: COMMUNITY AND CIVIL ENFORCEMENT OFFICER

GRADE: 5 £26,421 to £28,770 PER ANNUM

REFERENCE CODE:CO0200

SECTION: ENFORCEMENT

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RESPONSIBLE TO: COMMUNITY & CIVIL ENFORCEMENT TEAM LEADER

PURPOSE OF JOB: To provide a responsive customer-focused service that helps improve local environmental quality particularly in relation to parking, dog control, litter, waste enforcement, abandoned vehicles and anti-social behaviour issues.

**DUTIES AND RESPONSIBILITIES:**

1. In line with the allocated task list conduct investigations, inspections, enforcement and observations in relation to parking, environmental crime, enforcement related matters and anti-social behaviour matters implementing enforcement actions as appropriate and supporting the work of the wider Enforcement Service.
2. Whilst on patrol, provide a first line response service to identify and resolve problems relating to Council and external partner activities. To report these to the appropriate body, agree actions and outcomes, undertake any necessary follow up work and ensure that the customer is kept informed of progress.
3. To maintain accurate records at all times (both written and computerised), taking note of all relevant information, taking photographs or video footage as a means of recording contraventions and offences and preparing written witness statements, prosecution case files and presenting evidence in court as appropriate.
4. To undertake administrative and clerical duties as required including the production of letters, reports and notices in relation to the duties outlined above.
5. To provide a professional and courteous customer-focused service and act as an ‘ambassador’ of the Council when dealing with residents, businesses and elected Members.
6. To work collaboratively with representatives of external bodies, including the police, shopping centre management, residents and parish councils to improve and promote local environmental quality and to detect and deal with any offences.
7. To promote a caring, helpful and unbiased attitude to service delivery for all customers and service agencies, and maintain an impeccable standard of honesty in all such dealings.
8. To undertake minor maintenance operations on the Council’s Pay and Display machines, ensuring that they are working at all times and refilled with tickets; and assisting the car park cash collection contractors as necessary.
9. To operate a hand-held computer for the recording and issuing of penalty charge notices and fixed penalty notices. To carry all equipment necessary to provide enforcement service.
10. To identify record and report any defects or maintenance issues to car parking facilities, parks equipment, Council highway assets and parking related traffic signs and road markings.
11. To ensure all personal equipment and uniform is used and maintained in an appropriate manner.
12. To carry out and promote educational campaigns as directed to fully engage community groups and schools.
13. To attend meetings and give presentations as directed.
14. To contribute delivery of relevant objectives outlined in the Corporate and Service Plan with a view to providing an effective and efficient service to those who live, work and visit the Borough.
15. To assist with the development of policies and procedures to progress the service.
16. To assist with the development and implementation of actions and plans based on the three elements of education, enforcement and prevention to tackle community concerns.
17. To ensure compliance with applicable Council policies, directives and instructions.
18. To process any personal data in accordance with the Data Protection Act 1998 and the Council’s Data Protection Guidelines.
19. To comply with all applicable health and safety policies and legislative requirements in performance of duties of the post.
20. To undertake any other duties and training commensurate with the position as directed by the Community and Civil Enforcement Team Leader, Communities, Open Spaces & Facilities Manager or Head of Service.

**Hours of work:** 37 hours per week on a rota basis which provides comprehensive coverage

between the hours of 07:00 and 19:00 Monday-Friday and 08:00-16:30 Saturday-Sunday.

This will include Bank Holidays, and the period between Christmas and the New Year.

Appointment is subject to a satisfactory standard **Disclosure and Barring Service (DBS) c**heck.

**Please note:**

For certain applications there may be more information to be included:

Policy Statement on the Recruitment of Ex-Offenders

Employment of Related Persons Policy

Closing date for applications is: **Sunday, 30 June 2024**

We thank you for taking the time to apply for our vacancy. If you do not hear from us within 2 weeks of the closing date for the vacancy please assume that your application has been unsuccessful.

**PERSON SPECIFICATION – COMMUNITY AND CIVIL ENFORCEMENT OFFICER**

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| **REQUIREMENTS AS DESCRIBED IN THE EMPLOYMENT AND EQUAL OPPORTUNITIES POLICY** | ESSENTIAL FOR POST | DESIRABLE FOR POST |
| EXPERIENCE | Previous experience of:* Working in a local authority enforcement environment (or similar)
* Working with residents, community groups and the public (or similar)
* Complaint investigation and resolution (client requests for service)
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| QUALIFICATIONS | GCSE Grade C (4) or equivalent in Maths and English | City and Guilds Programme/NVQ Level 2 for Civil Enforcement Officers |
| TRAINING |  | Recognised training in applicable law and practice e.g. PACE, investigative techniques, evidence gathering and evidence presentation Use of hand-held computersConflict management training |
| SPECIAL KNOWLEDGE | Knowledge and understanding of applicable law and practiceExperience of Microsoft Office (specifically MS Word, Outlook and Excel) or equivalent |  |
| PERSONAL CIRCUMSTANCES | Able to work shift patterns associated with the post (ie Fixed hours on a rota basis which provides comprehensive coverage between the hours of 07:00 and 19:00 Monday-Friday and 08:00-16:30 Saturday-Sunday) | Understanding of the local environmentHold a full driving licence |
| DISPOSITION AND ATTITUDE | Ability to work both autonomously and as part of a teamHighly motivated with a ‘can do’ attitude and the ability to motivate othersGood organisational skills, ability to prioritise and delegate to othersGood negotiation and conflict management skillsExcellent written and verbal communication skills with the ability to build effective relationships with internal and external stakeholders at all levelsCommitment to customer serviceTrustworthy and honest with highest standard of integrity | Maintain a courteous, calm and patient customer focused manner |
| PRACTICAL/INTELLECTUAL | Track record of evidence gathering, analytical, problem-solving and decision-making abilitiesDistinguishing between facts, assumptions and opinions Ability to exercise critical judgement without bias Ability to use IT technology associated with the post, including a hand-held computer deviceMaintain confidentiality |  |
| PHYSICAL/SENSORY | Working outdoors in all weathers |  |