# EAST STAFFORDSHIRE BOROUGH COUNCIL

# JOB DESCRIPTION

# ENFORCEMENT OFFICER

**GRADE:** Scale 6

**ALLOWANCES:** CarNecessity Scheme

**REFERENCE CODE:** EF0204

**DIRECTORATE:** Regulatory Services

**DIVISION SECTION:** Enforcement Services

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| **RESPONSIBLE TO:** | Enforcement Manager |
| **PURPOSE OF JOB:** | The role is responsible for the investigation and enforcement of laws appertaining to the duties of the post within the disciplines of licensing, environmental and planning enforcement. Respond to breaches of conditions |
| **LIAISON WITH:** | All teams and sections of the Local Authority  Officer working groups  Elected members  External agencies |
| **WORKING PATTERN:** | Flexi scheme with evening and weekend cover as required. |

**GENERIC DUTIES AND RESPONSIBILITIES:**

1. To provide an effective, efficient customer focused enforcement service to the public and various council departments, in conjunction with the aims and targets of the Corporate, Regulatory and Team plans.
2. Exercise professional expertise and best practice to the best of his/her ability in the duties and responsibilities allocated to him/her.
3. Inspections, visits and investigations in relation to the following areas of activity:

* Licensed Premises
* Private Hire and Hackney Carriage trade
* Gambling Act
* Illegal Traders
* High Hedges
* Nuisance Vehicles
* Litter
* Accumulation of refuse
* Fly-tipping
* Commercial Waste
* Smoke Free
* Unauthorised Advertisements
* Untidy land
* Waste Carriers
* Illegal encampments

1. To ensure all evidence, records and information gathered in the course of investigations are stored and handled in line with national legislation (eg. CPIA, PACE, RIPA and DPA) and legal guidelines.
2. To attend Council Committee/ Sub-Committee meetings and Court Hearings in relation to enforcement activities.
3. To be responsible for specific projects as necessary by planning, developing and delivering initiatives and campaigns.
4. To keep informed of all appropriate best practice, legislation and central government policies and be responsible for the development and implementation of enforcement related procedures and policy.
5. Ability to interpret legislation
6. To undertake any other duties appropriate to the grading of the post as necessary.

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

1. To deal with queries and complaints from members of the public, stakeholders and the commercial sector in relation to policy and enforcement activities undertaken.
2. Be responsible for the daily management of a complaint portfolio in line with the department’s ‘first response’ targets, liaising with peers and Enforcement Team Leader as and when necessary to keep informed on progress.
3. Select appropriately from available methods, tools (e.g. Notices, FPNs) and standards (Enforcement Policy) to apply them in an intelligent and effective way in order to achieve planned activities. Manage and maintain standards and methods with a vision to enhancing the service to customers and clients.
4. Collate information and maintain records, providing evidential reports as required.
5. Be responsible for the preparation of high quality prosecution files where if required, attend Magistrate/Crown court hearings to present evidence.
6. Be responsible for the preparation and delivery of high quality formal council reports as appropriate, presenting at formal Council Committee/ Sub-Committee meetings or other as necessary.
7. Be responsible for co-ordinating work with officers of other sections of the council and external organisations where appropriate in order to achieve and promote the objectives and activities of the council.
8. Contribute to the research, writing of policies and procedures and implementation of new and existing legislation. Attending and presenting at the appropriate Council meetings as required and providing training as necessary.
9. To work collaboratively and in partnership with representatives of external bodies, including the Environment Agency, Police, Staffordshire Fire and Rescue, VOSA, HM Customs, Trading Standards and Borders Agency.
10. To represent the service on issues relating to the work in an ambassadorial role at meetings and events where appropriate, also including the preparation of articles, press releases and website updates
11. Lead on the planning and facilitating of special initiatives or activities associated with enforcement activity
12. Undertake work during evenings and weekends for which an agreed overtime payment will be made or time in lieu offered
13. Undertake internal and external training where necessary, keeping up to date with changes in legislation and to implement those which will affect the service
14. To contribute to the researching, proposing and developing of appropriate service improvements and communicate these issues back through Enforcement Team Leader so that they can be addressed and form improved or enhanced service delivery
15. To contribute to the implementation of agreed changes to services, monitoring progress post implementation, being reactive to any required amendments to new methods
16. Contribute to the training of students, new members of staff and elected members Prepare and present training to members updating on new and existing legislation via briefing documents and presentations.
17. Any other duties appropriate to the grading of the post as necessary

**PERSON SPECIFICATION – ENFORCEMENT OFFICER REF:**

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| **REQUIREMENTS AS DESCRIBED IN THE EMPLOYMENT AND EQUAL OPPORTUNITIES POLICY** | **ESSENTIAL FOR THE POST** | **DESIRABLE FOR THE POST** |
| **EXPERIENCE** | Experience in conducting investigations, inspections and interviews.  Preparing case files for enforcement activities. | Experience in a public facing role |
| **QUALIFICATIONS** | 5 GCSEs including English and Maths (Grade A – C) or equivalent  Current driving licence and access to own vehicle to enable travel around the Borough | Certificated qualifications in Licensing, Environmental and/or Planning Enforcement related activities |
| **TRAINING** | Training in respect of investigation and formal interviewing. | Training in regard to PACE, formal interviewing |
| **SPECIAL KNOWLEDGE** | A working knowledge of investigative procedures and legislation, including PACE, RIPA, CPIA and DPA .  Ability to maintain accurate records via Microsoft/ Word/ Outlook (or similar applications).  Ability to understand, interpret and apply legislative requirements practically in the workplace. | Knowledge of the legislation specific to Licensing, Environmental Crime and Planning Enforcement activities, for example the:  Licensing Act 2003,  Gambling Act 2005,  Anti-Social Behaviour Act 2014  Environmental Protection Act.  Knowledge of PACE and Court Procedures |
| **PERSONAL CIRCUMSTANCES** | Lives within a reasonable distance of the workplace to support ‘out of hours’ working. | Sound local geographical knowledge |
| **DISPOSITION AND ATTITUDE** | Excellent communication skills both verbally and in writing to people of all levels including the public and external organisations.  Ability to work well as a team member and alone with minimum supervision and on own initiative.  Excellent customer care skills must be displayed.  Ability to deal with enquiries, complaints and conflict resolution.  Evidence of tact and discretion in dealing with confidential or sensitive matters.  Ability to record accurate information, write reports, procedures and policy.  Ability and willingness to work at weekends and evenings as the business requires. |  |
| **PRACTICAL/ INTELLECTUAL** | Good time management  Good verbal and written  Good diagnostic skills  Ability to prioritise  Attention to detail |  |
| **PHYSICAL/ SENSORY** | Ability to patrol areas on foot during initiatives and during general duties. |  |