

Environmental Enforcement Officer

Job Description and Person Specification

Directorate:	Environment	Service:	Waste Management
Responsible to:	Waste, Recycling and Environmental Enforcement Manager	Responsible for:	N/A
Grade:	Grade 6		
Location:	Boroughwide, Copse Road Depot, Civic Centre and other venues as required		
Job Purpose:			
To support the delivery of environmental front line services, educate the public regarding the provision of services and their legal responsibilities, undertake enforcement duties and remedial actions as required.			

Key Tasks & Responsibilities:
<ul style="list-style-type: none"> • To ensure that customer enquiries, complaints and requests are investigated and dealt with promptly in a professional and courteous manner. • To maintain a vigilant presence throughout the Borough to deter vandalism, litter, fly-tipping, fly-posting, graffiti, abandoned vehicles, breeches of PSPOs and other forms of antisocial behaviour. • To assist in the day-to-day operation of the council street cleaning service and direct resources to areas of greatest need. • To assist in the day-to-day monitoring of the council waste & recycling contract, street cleansing services and grounds maintenance. • To ensure rapid response to environmental issues, including the removal and safe disposal of fly tipped waste, waste accumulations and handling of stray dogs. • To undertake random spot checks of the council public conveniences to ensure high standards are maintained.

- Proactively monitor, observe and take appropriate enforcement action in respect of all contraventions of legislation and byelaws relating to stray dogs, including involvement in arrangements to euthanise when required; dog fouling, dogs not on leads and areas where dogs are banned.
- To instigate enforcement action including the issuing of fixed penalty notices, undertaking vehicle checks, checking waste carriers licences and waste transfer notes.
- To assist in the preparation of cases for prosecution and attending court and giving evidence.
- To liaise with other council teams and partner agencies and contractors as part of a multi-agency approach to tackling environmental issues and to educate and raise public awareness of environmental and community safety issues and their impact.
- To maintain records of activity and ensure that computerised data recording systems are kept in accordance with best practice, statutory and service requirements.
- To be responsible for council vehicles, equipment and supplies allocated for the use of the post holder.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good standard of education, including English language skills	Essential	Application/Interview

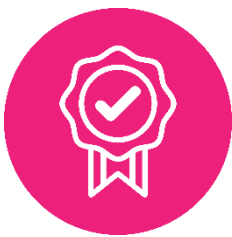



SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Knowledge and understanding of relevant environmental legislation, including: the Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005 Anti-Social Behaviour, Crime and Policing Act 2014, Dangerous Dogs Act 1991, Microchipping of Dogs (England) Regulations 2015	Essential	Application/Interview
Good knowledge and understanding of government guidance, codes of practice, regulations and initiatives relating to street scene issues, enviro-crime and Dog related legislation (including PSPOs)	Essential	Application/Interview
Ability to undertake manual handling tasks on a daily basis including in periods of darkness and inclement weather i.e., collecting and transferring dogs in and out of the van and removal of flytipped waste	Essential	Application/Interview
Ability to remain calm under pressure and in stressful situations of potential conflict, communicating with a diverse range of people tactfully, diplomatically and professionally	Essential	Application/Interview
Well developed communication skills: verbal and written with excellent interpersonal skills demonstrating tact, diplomacy and sensitivity; good negotiating skills: ability to influence, persuade and advise in a professional manner	Essential	Application/Interview
Ability to work as part of a team, and under own initiative effectively, prioritising and scheduling a diverse workload	Essential	Application/Interview
Clear customer focussed approach to service delivery	Essential	Application/Interview

Good driving skills and ability to follow directions to navigate around the borough efficiently	Desirable	Application/Interview
Ability to undertake risk assessments, including dynamic assessments under challenging circumstances i.e. aggressive, stray dog	Desirable	Application/Interview
Good computer skills	Desirable	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience of dog handling and taking control of dogs (including strays) of different breeds, sizes, and temperament	Desirable	Application/Interview
Practical experience of front-line service delivery	Desirable	Application/Interview
Experience of enforcement, including gathering information, issuing FPNs, serving statutory notices and taking statements in accordance with established procedures and guidance	Desirable	Application/Interview
Experience of working in challenging situations	Desirable	Application/Interview
Experience of working effectively with a range of agencies and the community, including the Police, housing associations, Environment Agency	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The normal working hours of 37 hours, Monday to Sunday and evening and weekend work is required. Bank Holiday working may also be required for which time off in lieu will be granted in accordance with the provisions of the National Scheme of Conditions of Service. Working patterns will be scheduled to include a combination of early starts and later finishes on a rota basis with team members.
- Due to the nature of the duties it may be necessary to work throughout the Council's area and during periods of inclement weather, before and after dark in accordance with the working rota.
- A full valid driving licence is essential to the post.
- The council operates a strict non-smoking policy. The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Kathy Winstanley

Date: June 2024

Post Holder Signature:

Date: