



# Mobile Locality Officer

<b>LEVEL:</b>	Level 8
<b>ACCOUNTABLE TO:</b>	Localities Team Leader
<b>SALARY:</b>	£26,403 - £28,142 per annum
<b>LOCATION:</b>	Mobile within West Devon
<b>CONTRACT:</b>	Permanent

## Job Purpose

Our Mobile Locality Officers work in the heart of our communities, carrying out a wide range of varied tasks on behalf of specialist service areas. From patrolling rural areas for fly tipping to collecting water quality samples, flexibility and adaptability are key and no two days are ever the same. The team play a vital frontline role, collecting information, carrying out assessments and providing regular monitoring of Council assets and services. As well as being the eyes and ears on the ground, our mobile officers are highly visible to our residents and truly are the operational face of the Council.

## Role Profile

- Provide field-based monitoring, assessment and inspection work on behalf of specialist service areas
- Participate in routine scheduled work and projects to help deliver Council services
- Identify and report street, highway and property defects to the relevant land/property owners
- Place on-street notices such as Planning Notices and Tree Protection Orders
- Carry out monitoring of waste and street cleansing services
- Escalate recurring/unresolved issues and facilitate residents' access to services
- Help provide a consistent education and enforcement service to the public, with patrols and site visits to encourage responsible dog ownership and combat anti-social behaviour
- Collect, document and preserve evidence of offences in accordance with Council enforcement processes
- Act as an ambassador of the Council and provide excellent customer service
- Attend events, training and meetings as required
- Prioritize tasks effectively and manage workload, providing timely updates on allocated work
- Develop a good working knowledge of area and form productive working relationships with key stakeholders



## Person Specification

### Qualifications

Essential	Desirable
Driver's Licence	Entry level traffic management training
Willingness to participate in all necessary training and accreditation, to include playpark inspectors training, private water supply testing training and becoming CSAS accredited	English and maths to GCSE level

### Knowledge / Experience

Essential	Desirable
	Knowledge of local government functions and responsibilities of different tiers of local government
	Experience in a mobile role or working outside
	Working in accordance with Risk Assessments

### Skills / Abilities

Essential	Desirable
Willingness to learn use of role critical software	Familiarity with ICT devices (tablets)
	Map reading skills

### General / Other

Essential	Desirable
Confidence lone working for extended periods Experience of delivering a high standard of customer service.	Confident handling dogs (collection of stray dogs may be required after relevant training)



Physically fit to carry out wide range of duties, including foot patrols at a range of locations	
Calm under pressure	
Good at communicating	
Experience of delivering a high standard of customer service	

## General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

## Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

## Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other’s differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

## Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

## Climate Change

Contribute to the Council’s corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of th