



## Job Description

<b>POST TITLE</b>	Enforcement Officer (Waste) (1-year temporary contract)	<b>POST NO:</b>	ST3161
<b>SERVICE UNIT</b>	Streetscene	<b>GRADE:</b>	6
<b>JOB EVALUATION</b>	A2034	<b>JOB FAMILY</b>	If applicable
<b>RESPONSIBLE TO:</b>	Area Co-ordinator (Enforcement Lead)		
<b>RESPONSIBLE FOR:</b>	None		
<b>LOCATION</b>	Burnley Town Hall	<b>STATUS</b>	Staff

### Job Purpose

To be responsible for the delivery of Streetscene services to improve local environmental quality, to include investigations, enforcement of legislation, delivery of operational services and protect public health.

### Main Duties and Responsibilities:

1. To work as part of a multi-disciplinary team and to assist the team members to progress complaints that can be received from a range of sources and resolved by the use of a number of interventions.
2. To undertake proactive monitoring within the borough of Burnley and the investigation and collection of evidence.
3. To work with Streetscene, other Council Officers, crews from the Council's waste and cleansing contractor, the Council's enforcement team members and colleagues within a multi-agency problem solving environment to tackle and prevent enviro-crime issues in an effective and co-ordinated way. For instance undertake targeted ward inspections with members, both in office and out of office hours.
4. To engage and communicate with councillors, residents, the business community, area and neighbourhood committees, and other service users, in order to resolve complaints and enquiries, further investigations and publicise the work of Streetscene.
5. Ability to deal with challenging situations on a regular basis and the skills and confidence to defuse confrontation, whilst maintaining the trust of residents.
6. To instigate follow up action or legal proceedings as deemed necessary leading to formal or informal action in order to control Environmental Crime under the Environmental Protection Act 1990, The Clean Neighbourhoods and Environment Act 2005, The Anti-Social Behaviour Act 2003, The Public Health Acts, Refuse Disposal and Amenity Act, The Highways Act, relevant

planning legislation and ancillary legislation used for the control of Environmental Crime and as required by the Council.

7. To prepare and serve appropriate statutory notices and fixed penalties under direction from appropriate managers within the Unit.
8. To promote the work of Streetscene with the wider public, by liaising with the media, schools, user groups and other interested bodies at the request of management. (Evening and weekend working may be required).
9. To be responsible for the promotion the work of the team and to develop publicity and comms opportunities, to address issues such as fly-tipping, littering and dog fouling.
10. To undertake training as required and assist in the development of policies and procedures to further the work of Streetscene. (Evening and weekend working may be required.)
11. To meet agreed targets, deadlines and service plan objectives in relation to delivering the Burnley Cleaner, Safer, Greener agenda.
12. To work to promote community cohesion, good race relations and equality of opportunity
13. To undertake such other associated duties as may be allocated from time to time which are commensurate with the salary grading of the post.
14. To comply with health and safety responsibilities as laid down in the Council's Health & Safety policy statement.
15. To attend training identified as necessary to undertake current and future job requirements.
16. To maintain confidentiality, as appropriate, in connection with work carried out.

### **Health & Safety**

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

### **FOOTNOTE**

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

#### **Equality Act 2010**

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

## Person Specification

<b>POST:</b> Enforcement Officer (Waste)	<b>GRADE:</b> 6
<b>DIRECTORATE:</b> Operations	<b>POST NO:</b> ST3161

<b>Selection Criteria:</b>	<b>Essential/ Desirable E/D</b>	<b>Means of Assessment: Application/Interview/ Presentation/Test A/I/P/T</b>
<b>QUALIFICATIONS</b>		
1. 5 GCSE's or equivalent (to include Maths and English Grade C/5 or above)	D	A/ Production of Certificate
<b>EXPERIENCE</b>		
2. Experience of working in any of the following fields, public health, environmental protection, enforcement	D	A/I
3. Experience of engaging with community groups, interfacing with the public, and liaising with official agencies and other council departments or equivalent	E	A/I
4. Experience of using manual and computerised office systems	E	A/I
<b>SKILLS</b>		
5. The ability to work alone with minimum supervision	E	A/I
6. The ability to communicate clearly and effectively, both verbally and in writing by the production of reports, letters, briefing notes and formal case files	E	A/I
7. Ability to use office computer systems effectively for word processing, spreadsheet and database applications	E	I
8. The ability to maintain computerised and paper recording systems to track team initiatives, personal workloads and cases	E	I

<b>Selection Criteria:</b>	<b>Essential/ Desirable E/D</b>	<b>Means of Assessment: Application/Interview/ Presentation/Test A/I/P/T</b>
9. The ability to work as a member of a team and under own initiative and to contribute to the overall efficiency of the Streetscene unit as a member of that team	E	I
10. The ability to work flexibly and to prioritise and plan workloads in order to meet deadlines, service delivery needs, and action plan targets	E	I
<b>KNOWLEDGE</b>		
11. Understanding of Environmental Crime and the impact it has on local communities	D	A/I
12. Understanding of equality and diversity issues within the community	E	A/I
<b>OTHER</b>		
13. Commitment to deliver high quality customer orientated services	E	I
14. Availability to work evenings and weekends undertaking investigative and project work, as the post requires (equivalent time off will be given)	E	A/I
15. Holds a current full driving licence	E	A/I
16. Owns or has the use of a vehicle that can be used for business purposes	E	A/I
<b>The Burnley Way</b>		
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives. Further details are contained in the Behaviour Framework</p>		

March 2026