



Job Description

Job title	Enforcement Officer	Hours	37 hours <i>This role will be a rotating shift pattern to ensure coverage for a 7 day service between 8am – 6pm. Working outside of these hours may also be required from time to time.</i>
Department	Public Protection	Salary	SK7 (£26,127 per annum)
Location	District-wide	Contract	Permanent

Main Job Purpose

South Kesteven District Council has responsibility for looking after the streets, parks and public spaces in south Lincolnshire, including the market towns of Grantham, Stamford, Bourne and Market Deeping.

The Council is committed to improving the attractiveness of the district and ensuring that it is a clean safe place to live, visit and work.

Enforcement Officers play a key role in engaging face to face with the general public, dealing with environmental crimes such as; littering, fly tipping, dog fouling, domestic and commercial waste offences, graffiti, breaches of public spaces protection orders and issuing civil penalties for parking contraventions in Council owned carparks.

A key function of this role is to be the first point of contact for anti-social environmental crimes and to provide information and assistance to the general public whilst on patrol.

This role is not politically restricted.

Main Statement of Responsibilities

To provide a visible, proactive uniformed on-street presence via routine foot patrols.

To issue penalty charge notices for infringements in Council owned carparks.

To provide information and assist the general public when required.

To approach and speak with members of the public who may have committed environmental crime offences, breaches of Public Spaces Protection Orders, requesting personal data such as name and address.

To issue fixed penalty notices to offenders.

To support any other SKDC enforcement activity identified.

To undertake, at point of initial contact, a basic risk assessment, where relevant, to identify risks and vulnerabilities and to act on this accordingly.



Maintain all necessary electronic and paper records to enable the preparation and submission of reports.

To prepare and submit witness statements and casefiles notes for prosecution as required.

Attending court if and when necessary to give evidence.

Ensure all work is in accordance with relevant legislation, guidance, policies and procedures.

Operate and upload body camera footage and maintain equipment.

To work with partners on schemes to reduce enviro crimes in identified communities.

To provide assistance to other Enforcement Officers when required.

To carry out additional enforcement activities linked to the service delivery of the Council as and when required.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All



- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

- Essential
- Ability to defuse difficult situations professionally.
 - Good observational and organisation skills with excellent attention to detail.
 - Working face to face with the general public.
 - Experience of working in an enforcement role.
 - Experience of lone working and the ability to visit complainants, perpetrators alone, where risks allow.
 - Able to work on their own outside for long periods.
 - Physically agile
 - Willingness to approach and deal with issues head on.
 - Calm demeanour.
 - Self-motivated and ability to work under pressure.
- Desirable
- Knowledge of environmental crime legislation and PACE interview process.
 - Experience of working with a radio system.
 - Experience of conducting risk assessments.



Relevant Qualifications

Essential

- Current full driving licence.

Desirable

- Relevant qualification relating to environmental crime enforcement.

Communication and Interpersonal Skills

Essential

- Ability to deal with difficult customers in a calm and assertive manner.
- Clear verbal and oral communication using straightforward language.