

Job Description

JOB DETAILS	
Job Title	Environmental Crime Officer
Service Area / Team	Regulatory Services / Environmental Protection
Reports to	Senior Environmental Protection Officer
Post Number	EP004
Salary Grade	Grade F
Politically Restricted Post	No
DBS Requirement	Standard

JOB PURPOSE
<ul style="list-style-type: none"> • To contribute towards the work of the section to protect and enhance public health and the environment, as required by statute and the policies of Central Government and the Council. Areas to include: <ul style="list-style-type: none"> ○ Fly-tipping ○ Other waste related offences, such as duty of care ○ Unauthorised Encampment ○ Pollution Control - Air, Noise, Water, etc. ○ Authorised Processes ○ Contaminated Land ○ Environmental Monitoring ○ Pest Control ○ Statutory Nuisances and Night Noise Act Offences ○ Drainage investigation • Produce the necessary reports, investigate and deal with correspondence relating to the above and ensure within these areas above either (a) recommend the appropriate course of action or (b) action in accordance with the delegated responsibility of the post, such as attending out-of-hour events. • Carry out the resulting duties fairly and consistently and in accordance with written procedures and policies of the Council. • Actively develop professional knowledge and experience by attending formal and informal training sessions, personally researching relevant legislation, policy and procedure and taking opportunities to be involved in a variety of environmental protection and enforcement work, shadowing senior colleagues and working towards operating independently where required. • Lead on complex enforcement cases with minimal support. • Provide authoritative guidance on environmental legislation and prosecution procedures.

- Independently research legislative/technical issues before escalating.
- Provide Team Leader duties (e.g., complex complaints, Councillor enquiries, FOIs, reporting)

MAIN DUTIES AND RESPONSIBILITIES

- To assist with the daily management and development of the professional officers within the Environmental Enforcement Team to ensure excellent delivery service to the public.
- Implementing performance management systems to ensure accurate monitoring of the work of the service. Improved use of systems such as Salesforce and collect relevant reporting data.
- Provide KPI & PI stats and assist the Senior Environmental Protection Officer and the Senior Community Safety Officer to set relevant targets within the Corporate Plan.
- Develop and regularly review policies, procedures and guidance documentation whilst working within the relevant legislation, ensuring the Council's compliance and best practice.
- Ensure staff are familiarised with all policies and procedures and involved in continued review and update of these.
- To manage all work coming into the Enforcement team, ensuring it is logged and allocated through the appropriate channels.
- Assist with general and more complex environmental protection queries and complaint work under the Environmental Protection Act 1990. This will be required with cases relating to noise, bonfires, artificial light, odour, fly-tipping, contaminated land, filthy and verminous properties etc. Duties range from initial contact with complainants, through to an investigation and on to serving of notices and enforcement action where necessary.
- To ensure all investigations including visits to land, homes and businesses are carried out in accordance with relevant legislation, guidance, policies, procedures and agreed service standards.
- Details of all visits, conversations, observations and actions are to be recorded and documented thoroughly for evidential and statistical purposes and stored in line with current guidelines.
- Prepare and conduct recorded Interviews under Caution in line with the Police and Criminal Evidence Act 1984 (PACE).
- Issue fixed penalty notices where appropriate in accordance with relevant policies and procedures. Take any other appropriate enforcement action where necessary such as issuing formal cautions, preparation of prosecution files, legal notices, conducting works in default, conducting the seizure of noise equipment, reports, schedules, witness statements, and correspondence.
- Attend court where necessary as a professional witness to give expert advice and provide a specialist testimony in line with the Crown Prosecution Service and Chartered Institute of Environmental Health competency framework.
- Assist with the investigation and removal of littering and large-scale fly-tips from public land where practicable and report any other environmental issues observed to the relevant Landowner, property owner, department or agencies for response.
- To identify by way of sampling and testing specialist waste such as Asbestos or other noxious/ toxic/hazardous materials and liaise with external specialist contractors to arrange for the safe removal of them.

- Promote the development and implementation of educational activities where required. This may include presentations at public meetings, schools, District, Parish and Town Councils, staff, Neighbourhood Forums, Landlord Forums, Community Groups and businesses.
- Develop specialist knowledge of relevant legislation and guidance.
- Liaise, consult and provide reliable and accurate information and advice to external agencies, relevant stakeholders, Councillors, colleagues and members of the public.
- Establish, maintain and develop effective partnerships with agencies and departments such as the local Police, Central Government Agencies E.g. Environment Agency, Department Environment Food and Rural Affairs (DEFRA) Kent County Council Community Wardens, other Local Authorities, outside agencies and other Council departments.
- Represent the Council / department at various internal and external meetings on matters relating to environmental crime.
- To assist with the updating and maintaining of departmental policies and procedures.
- Assist with Freedom of information requests in an efficient and timely manner with accurate data and statistical information.
- Organise the installation of new cameras, updating software and arranging removal of cameras, to include re-locating equipment, signage, anti-vandalism measures (e.g. anti-climb spikes, anti-climb paint) and maintenance taking into account budgetary constraints. Organise and oversee the strategic placement of cameras for set periods of time based on the level and type of reported environmental crimes.
- Work with Kent County Council (KCC) at a strategic level, to arrange for placement on KCC Street Lighting columns. Organise a KCC approved contractor to install CCTV cameras, whilst working within budgetary constraints and strict demanding time scales based on the offences committed and political pressures.
- Monitor CCTV footage including body worn cameras and analyse data for enforcement and prosecution purposes, adhering to relevant procedures and protocols and ensure that storage of any footage is stored safely for legal purposes or deleted within 28 days.
- Provide detailed information over a wide subject area to front line staff and the Contact Centre, advising Legal, Planning, Licensing and Senior Management over environmental issues and urgent pollution control incidents (e.g. oil spills on our coastline, flooding, contaminated land, air quality and other emergency planning areas)
- Attend Community Safety Unit (CSU) meetings to share and obtain sensitive information with a multi-agency and joined up approach to deal with issues within the community.
- Attend ward walk-about and other similar inspections with relevant individuals including Councillors, Residents Associations and CSU to assess problems within each ward area and give advice and guidance on tackling enforcement issues such as littering, fly-tipping, noise issues and Anti-Social Behaviour.
- To work towards vetting and considering all planning and licensing applications, providing detailed conditions to ensure the protection/enhancement of public health and the environment, applying British Standards and/or Planning Policy

guidance and to attend Licensing and/or Planning Hearings/Committees as required.

- Collect, analyse and feedback on fly tip enforcement performance to managers and councillors. Maintain our fly tip enforcement database and performance information.
- Maintain and monitor the progress of any improvements, changes, or standards, etc, which occur as a result of previous audit inspections and report to Senior Environmental Protection Officer, record on the relevant database or file as necessary.
- Supervise and instruct contractors in a professional and appropriate manner, when carrying out our statutory enforcement duty, i.e. Locks Smith, Drain Contractors, Bailiffs, Cleansing Contractors, Pest Control Operatives, Students, Electricians and Specialist Contractors.
- Responding to FOIs and providing stats as required within prescribed timeframes.
- Developing procedures, guidance notes and templates in line with changing legislation and case law.
- Carry out staff 121s, appraisals and team meetings to enable the service to be delivered to its best possible potential, challenging poor performance and producing an action plan to assist with their development and improving their skill set, whilst also recognising achievements.

Authorised processes

- Assist with regulating certain types of factory and other activities such as dry cleaners, paint spraying and mobile concrete crushers to reduce any pollution they may cause and improve air quality.
- Ensure businesses have a permit to do this type of work and decide whether to give a permit or not.

***Specialism – Air Quality**

- Assist line manager whilst training to be part of the duty as a member of the Kent Air Quality Network Group, regularly set up and collect air samples, monitor and where necessary, calibrate extremely specialist and expensive electronic equipment contained within a permanent air quality- monitoring site.
- Assist line manager whilst training to vet, technically assess and comment on acoustic reports and building surveys submitted to the section.
- Assist line manager whilst training by managing, administering and liaising with Consultants on Prevention, Pollution and Control Regulations.
- Assist line manager whilst training by attend hearings and committee meetings as required to share information and demonstrate a detailed and specialist expert knowledge base.

***Specialism – Private Drinking Water**

- Assist line manager whilst training with specialist testing of private water supplies and courier them to the relevant laboratories for analysis.
- Investigation of ownership of properties i.e. land search/registry.
- Assist line manager whilst training to provide specialist and expert advice at meetings including promotional work and demonstrations such as Noise Action Week, Landlord Forums and Home Energy Efficiency.

- Attend meetings and take an active role in technical working groups, seminars and workshops.
- Assist line manager whilst training with responses on Scoping Reports, Scoping Opinions and Environmental Impact Assessments on behalf of the Authority.
- Make arrangements to obtain and erect signage for the six bathing water areas the Council has responsibility for.

***Specialism – Planning Applications**

- Assist line manager whilst training to liaise with applicants and/or agents from planning applications to ensure compliance with public health and environmental statutory requirements and promote good practice.
- Assist line manager whilst training by compiling acoustic reports based on assessments undertaken for specific problems e.g. Skateboard Park.
- Assist line manager whilst training by providing technical acoustic expertise on commercial noise complaints, pre-planning applications and/or on-site visits.
- Assist line manager whilst training by liaising with the commercial section in respect of extraction and ventilation systems in commercial premises and other agencies on planning applications, if necessary, e.g. Health and Safety Executives (HSE), Environment Agency (EA), etc.
- Operate, maintain and install specialist and sensitive noise monitoring equipment in customers' homes, download captured information and work towards assessing noise levels to establish if a statutory nuisance has been caused.

***Specialism – Contaminated Land**

- Assist line manager whilst training to assist with the production, maintenance and implementation of the Council's contaminated land strategy and register
- Assist line manager whilst training to understand the process and develop knowledge of producing complex and detailed conceptual model and Phase 1 risk assessment reports based on a variety of localised factors such as previous land use and potential contaminants, geology and hydrogeology.
- To take samples for both groundwater and soil in a controlled and scientific manner to be sent to a laboratory to be analysed. Working towards interpreting data returned.
- Assist in the training new members of staff and Emergency Response Officers.
- Assist line manager whilst training with setting noise limiters in commercial premises to the standards required by the Authority and within private dwellings to minimise the need for removal of sound equipment.
- Being in attendance on site if works are being carried out in default following a breach of a statutory notice.
- Assist in the maintenance and updating of the relevant IT systems such as Salesforce and Civica.
- Liaise and work in a collaborative manner with other departments including Building Control, Planning, Licencing, Housing Options Team, Legal, Customer services etc.
- To lead on Unauthorised Encampments (UE's) for Romany, Gypsy, Traveller sites as required by central government and liaise with a variety of agencies and departments including the Department of Transport, Kent Highways,

Private Landowners, Police and Community Safety Unit, Legal, Housing etc, with all site details.

- To assist with a number of major operations and task finish groups, delegating key tasks and coordinating input from other officers.
- Ensure support is given to the Housing Options Team to carry out welfare checks at UEs and complete health and safety checks of sites in the district especially where a site may contain vulnerable individuals (e.g. elderly, the young, expectant mothers, persons with serious illness) and ensure that relevant action or resolution is found.
- Arrange bailiff services to remove UEs, secure land and make it safe whilst liaising with the Environmental Protection Senior Specialist around carefully managing monetary and budgetary constraints. Managing the expectations of Councillors, the public and dealing with high profile media enquiries, dealing with the general public 'fear factor' than can result from traveller encampments, and strategically managing any potential hostile situations or occurrence that can arise between the different parties involved.
- To lead on UE enforcement action by serving a direction to leave the land having considered any bye laws or Public Spaces Protection Orders (PSPO) in place and engaging with the Community Safety Unit and Police or putting together a legal case file and presenting the evidence in court as a specialist witness.
- Actively participate in the preparation, implementation and arrangements made in respect of the Council's Out of Hours response service and provide assistance and support to the Emergency Response Officers. To make decisions on the severity of the situation and to escalate to the Councils Emergency Plan as a category 1 responder. To respond, when called upon, to undertake such a role under the plan as requested, including attendance at the Civic Centre out of normal working hours, or at an alternative location as directed.
- Undertake individual tasks alone, independent of the team, subject to experience, training, specialisms and workload of the team.
- Provide any additional support to the Senior Environmental Protection Officer as required to ensure the efficient running of the Environmental Enforcement Team.
- To contribute to Environmental Enforcement work, as outlined within the Area Officer (Environmental Enforcement) job description, such as the stray dog service and patrolling for environmental crimes.
- Any other reasonable duties that may be required from time to time including attending visits / inspections / patrols and meetings etc outside normal office hours, as and when required.

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.

<ul style="list-style-type: none">• To actively demonstrate the values and behaviours of the council.
<ul style="list-style-type: none">• To ensure our customers are valued by taking into account their views and needs in all that we do.
<ul style="list-style-type: none">• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
<ul style="list-style-type: none">• To communicate openly and honestly with colleagues, members and customers.
<ul style="list-style-type: none">• To undergo any training necessary to be able to fulfil the requirements of the job.
<ul style="list-style-type: none">• To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Environmental Crime Officer

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> ▪ Good basic education to GCSE A-C standard or equivalent (including Maths & English) Level 2 literacy and numeracy (or equivalents) or recent and relevant experience that demonstrates proficiency in English and Maths. ▪ Professional or academic qualification in relevant field e.g. a qualification with public health or environmental health or relevant environmental science content. ▪ At least 2 years' experience in a similar environmental enforcement-based role. 	✓		
	Desirable <ul style="list-style-type: none"> ▪ CIEH qualified. ▪ HNC/HND (2-year course) or equivalent, or experience in similar work-related role, plus specific qualifications for some duties e.g. Institute of Acoustics Diploma in Acoustics and Noise Control and/or Housing Health and Safety Rating System (V2) Assessment Certificate and relevant experience that demonstrates proficiency in environmental health. ▪ Job specific training, for example (but not limited to) ASB legislation, Environmental Protection Act 1990 (statutory nuisances, fly-tipping, other 	✓ ✓ ✓		

	waste offences etc), drainage law, pest control, criminal investigation, attending court and compiling evidence.			
Experience and Knowledge	Essential <ul style="list-style-type: none"> ▪ Experience of operating MS Office systems such as Microsoft Word, Excel and Outlook. ▪ Experience of investigating statutory nuisance complaints and other relevant environmental protection work. ▪ Experience of taking formal enforcement action relating to fly tips (PACE interviews, gathering evidence, prosecutions). ▪ Experience of report writing, including environmental impact assessments. ▪ Experience in dealing with a range of customers and managing conflict effectively. ▪ Experience of dealing with Unauthorised Encampments. 	✓	✓	
	Desirable <ul style="list-style-type: none"> ▪ Experience of Salesforce software. ▪ A minimum of 7 years' experience in an environmental enforcement and/or crime role. ▪ At least 2 years' experience in a line manager role, including work allocation, conducting 1-1s, absence management, challenging unacceptable behaviour, rota/hotspot management, resource allocation/management and facilitation of staff training/development. ▪ Significant experience in consistently and proactively investigating (including evidence gathering, PACE interviews, witness statement collation etc) major envirocrimes, achieving exceptional enforcement outcomes, including the issuing of FPNs, compiling case files and reviewing processes and files prepared by others, guiding on necessary changes or additional work required. 	✓ ✓	✓ ✓	
Skills and Abilities	Essential <ul style="list-style-type: none"> ▪ Ability to work as part of a team. ▪ Ability to operate on own initiative with minimal supervision. ▪ Excellent written and oral communication skills. 	✓	✓ ✓ ✓	

