




uncover **your** potential

ourTeam

On-Call Officer

Job Pack

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EMPLOYER RECOGNITION SCHEME BRONZE AWARD
Essex Family Friendly Employer
disability confident EMPLOYER
MINDFUL EMPLOYER
Essex Working Well Accreditation Level 3
Fostering Friendly The Fostering Network
Chelmsford City Council

Job Description

Job Title On-Call Officer

Service Sustainable Communities

Rate Session Payments

Responsible to Environmental Protection Lead Officer

1. Main Purpose of the Job

1.1 To provide an out of hours service in relation to noise complaints.

2. Duties and Responsibilities

2.1. To be on call on a rota/shift basis, out of office hours

2.2 To receive complaints from, and provide advice to, members of the public regarding noise and anti social behaviour arising from domestic, commercial and licensed premises, within the area of Chelmsford City Council.

2.3 Carry out visits, investigate complaints and take appropriate action to resolve these within statutory provisions and procedural frameworks.

2.4 To serve notices under various statutory provisions, gather and produce evidence and where necessary, attend legal proceedings and give evidence in court.

2.5 To ensure work processes and procedures are followed and that records are properly maintained as required by the Community Protection Lead Officer and within the Council's data quality and security procedures.

2.6 Liaise with other services and organisations in connection with the noise service e.g. Essex Police, Chelmsford City Council Licensing Team and Community Protection Team.

2.7 To attend meetings and training courses required in connection with the role

2.8 To maintain operation knowledge of noise/nuisance control and ASB legislation as well as legal frameworks e.g. RIPA, PACE, Date Protection.

2.9 To undertake any other duties in connection with the noise service that may be required.

3. Work Location

3.1 You will be based away from office facilities and will normally operate from your own home. In order to be able to respond to complaints in a timely matter.

3.2 You may be required to work from any other location within the City should circumstances make it necessary.

4. Hours of Work

4.1 The nature of the work is on a rota /shift basis. There is no obligation on the Council to offer you work and if offered, there is no obligation on you to accept it. However, if you do accept an offer of casual work, it will be in accordance with the general terms and conditions. Work will be offered on the basis of a weekend session comprising 3 x shifts (or 4 shifts where there is a bank holiday). The duration of which are as follows:

Friday 6pm to Saturday 3am
Saturday 6pm to Sunday 3am
Sunday 3pm to midnight
Bank Holidays 12pm to 12am

5. General Conditions

A. This Job Description is subject to your conditions of Employment, which, in the event of conflict, shall take precedence. The post holder will carry out the duties specified above and such other duties as may be required from time to time. The Job Description may be reviewed and amended in the light of any changes that are made.

B. It may be necessary, from time to time, for you to work hours in excess of, or differing from, your normal working hours.

C. It may be necessary for you to be trained in, and use, new technology as it is introduced into the Council's activities.

D. It is a condition of employment that you may be required to assist in the organisation and running of elections or referenda that take place in the City, relating to Parish Councils, the City Council, the County Council, Parliament, or other similar bodies. You will normally only be required to carry out election and referenda duties when there are insufficient experienced volunteers from within the Council's service who are available for and able to carry out such duties.

E. You will carry out your responsibilities with due regard to the Council's Equality, Diversity and Inclusion Policy.

F. You will be aware and undertake training as required in line with your responsibilities set out in the Council's Safeguarding children and vulnerable adults policy.

G. All staff have a responsibility for data security in accordance with Data Protection regulations. You are required to ensure that you adhere to Council Policies and Procedures regarding data security. Whilst working at the Council, you may gain knowledge of confidential matters about members of the public and staff. Such information must be considered strictly confidential and must not be discussed or disclosed in an unauthorised manner. Service Managers and designated Information Asset Owners must be aware of their responsibilities, internal procedures and training requirements as directed by the Information Governance team.

Person Specification

	ESSENTIAL	DESIRABLE
Education/Qualifications		
Candidates must possess the Certificate of Registration of Environmental Health Officer's Education Board **or** have a diploma in acoustics and noise control (or similar)	E	-
Possession of a degree or diploma in Environmental Health or other relevant degree	-	D
A graduate or corporate membership of CIEH	-	D
Knowledge		
Practical knowledge of statutory noise nuisance and noise control, Licensing Act 2003, Control of Pollution Act 1974	E	-
Knowledge of Anti-social Behaviour, Crime and Policing Act 2014	-	D
Experience		
At least one year's experience of investigating and enforcing noise complaints, ideally in relation to both domestic and commercial activities.	E	-
Personal Qualities and Attributes		
Candidates will be expected to demonstrate the following qualities and attributes in relation to the job:		
Commitment to customer care	E	-
Commitment to team working	E	-
Effective verbal communication skills to be able to persuade and influence a range of people in a tactful manner	E	-
Ability to produce clear and precise reports	E	-
Basic computer skills	E	-

Ability to act decisively when required but within established procedures	E	-
Drive and motivation to achieve results	E	-

Circumstances

Prepared to work outside normal office hours	E	-
Prepared to work from own home	E	-
Full driving licence	E	-
Access to your own vehicle	E	-

Corporate Values and Behaviours

Within Chelmsford City Council we have values that are at the core of how we behave. They form part of our induction and probation processes and underpin our 1-1 conversations. Each value is listed below with behaviours.

Accountability - We take responsibility and ownership for our own actions, behaviours and performance

- We take responsibility to follow things through to completion
- We actively recognise what is working and what is not and are open about mistakes
- We positively contribute to the team and organisation and seek solutions to problems
- We recognise and positively challenge inappropriate behaviour

Creativity - We are flexible in our approach; we focus on solutions

- We adapt our approach keeping the best outcome for all in mind
- We encourage people to try out new approaches and ideas
- We learn from others to find solutions and to improve performance
- We encourage and support people to take measured risks

Learning and Encouraging - We recognise our success; we provide support to further our skills and experience

- We support and encourage each other to be our best
- We recognise and appreciate the contribution that everyone makes
- We take responsibility for finding opportunities to learn for ourselves and develop
- We support others to develop and learn

Collaborative - We build relationships; we achieve more together

- We talk with others to understand their perspective
- We find opportunities to get involved
- We involve other people early in our thinking to keep them informed
- We ask other people to get involved in what we're doing to build strong working relationships
- We seek ideas from inside and outside of our team to achieve more impact

Trust - We will be open and honest and do what we say

- We are open and honest
- We do the right thing and face up to difficult situations in a sensitive way
- We do what we say we will
- We demonstrate integrity by being fair and balanced in our approach
- We commit to the team agenda rather than personal priorities
- We treat each other as we would expect to be treated

Conditions of Service

The following is an outline of the main terms and conditions of service attached to the post. More detailed information can be provided on request or discussed at the interview stage.

Salary – Session payment rate at £132.00 and £320.00 on Bank Holidays.

Hours – The successful applicant will be required to work on a casual basis

Pension - You will be entitled to join the Local Government Pension Scheme. Further details can be provided on request.

Notice Period - The period of notice is 1 month.

Criminal Records – The Council is an Equal Opportunities employer and as such the disclosure of a criminal record, or other information, will not necessarily exclude you from consideration for appointment. Any such information will be considered in relation to the tasks and responsibilities required of the postholder and the circumstances and environment in which the role would require you to work.

Failure to declare a conviction, caution, reprimand or final warning may, however, disqualify you from appointment, or result in dismissal if the discrepancy comes to light. A copy of our Policy for Employment of persons with criminal convictions can be viewed by clicking here.

Safeguarding – Chelmsford City Council is committed to promoting the welfare and protection of children, young people and vulnerable adults. Even if your job does not involve working directly with children, young people or vulnerable adults you would be expected to keep your eyes and ears open, as the responsibility of spotting abuse and ensuring the safety of those most vulnerable falls on us all. As part of this commitment the Council ensures that all jobs are reviewed and applicants successful at interview undergo a DBS check where necessary.

Employees who breach the Council's safeguarding policy or fail to follow safeguarding procedures will face investigation and possible disciplinary action, which could lead to dismissal and a criminal investigation.

Equal Opportunities – Chelmsford City Council is an Equal Opportunities Employer.

Staff Discounts: Chelmsford City Council employees benefit from various discounts to many businesses in Chelmsford.