



JOB DESCRIPTION

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| Job Title: | Community and Environmental Protection Officers | Hours: | 37 hours (any 4 & 5 day working patterns apply from any 7 days) Special working arrangements for Bank Holidays and Christmas working applies |
| Section | Community Well-Being & Environment | Location: | Depot |
| Salary Grade: | 3 | Post No: | TBC |

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| Reporting to: | Senior Community and Environmental Protection Officer |
| Management Responsibility for: | N/A |

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| Purpose of job: | Keep the Place Safe Clean and Looking Good |
| <p>Under the direction of the Operational Services Manager, the post holder will help to deliver the purpose by using their skills and training to carry out all key tasks (subject to the post holder having the suitable skills and training), which will Deliver high quality services that matter to our customers.</p> | |

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| Personal Behaviours: |
| The post holder must be able to demonstrate the following behaviours: |
| <ul style="list-style-type: none"> • Being customer focussed • Being supportive to others • Being health and safety conscious in the working environment • Being trusted to work on my own to resolve any issues that might arise • Being proud to work for the Council • Being polite and friendly • Being respectful, fair and consistent |

Main Responsibilities, Duties and Tasks:

Service Delivery

To provide a specialist environmental protection function for all aspects of the District Councils interest, geographical area and key assets. This to include the management and execution of all key legislative processes in reference to environmental enforcement. The post holder in general will:

- Have a strong knowledge of all relevant UK environmental legislation
- To understand the application and key principles
- Be able to effectively conduct enforcement procedures under the Council's protocol for Environmental Protection.
- On behalf of the Council, issue enforcement notices / actions as necessary to members of the public / business community etc within the legislative remit
- To have strong investigation skills and conduct all necessary interviews under current Police and Criminal Evidence Act collating all information including tapes from interviews for further process
- Liaise with all key partner and agencies to promote effective enforcement

The use of enforcement powers will in general derive from (but not exclusive to):

- The Environmental Protection Act 1990
- The Anti-Social Behaviour, Crime and Policing Act 2014
- Refuse Disposal (Amenity) Act 1978
- The Clean Neighbourhoods & Environment Act 2005
- The Community Safety Accreditation Scheme as set out in the Police Reform Act 2002, the Anti-Social Behaviour Act 2003 and the Serious Organised Crime and Policing Act 2005
- Local Government (Miscellaneous Provisions) Act 1982

The post will provide necessary cover as required for the Senior Community and Environmental Protection Officer.

The post holder will lead on the collation of all investigatory material in reference to the management and successful conclusion to court of all enforcement cases.

The post holder will have effective skills in the management of dealing with difficult, sensitive, or aggressive situations involving 3rd parties.

The post holder will have strong partnership working skills to enable the effective co-operation with key agencies and individuals:

- Wyre Forest Safer Tasking Group
- West Mercia Police
- The Community Housing Group – Oakleaf Services
- WFDC Depot Services
- WFDC – Legal / Planning Services
- The Community Safety Accreditation Scheme
- The Environment Agency
- Vehicle Operator Standards Agency
- HMRCA
- Worcestershire CC
- All Worcestershire Districts Councils
- DVLA
- Driver Vehicle Standards Agency

To provide effective monitoring and liaising for the removal of abandoned vehicles. Liaising with Police Vehicle Inspectors regarding motorbikes brought into the Depot

To assist with the training and development of all the sections Civil Enforcement Officers to develop their personal competencies and skill sets in relation to environmental and civil enforcement

To provide Gypsy Liaison Cover within the Wyre Forest District to approach and deal with any welfare needs they may require and to serve legal notices and attend with Bailiffs as and when required

To plan and lead any enforcement / education campaigns within the District attending road shows, enforcement stops, high profile campaigns liaising with key persons, District Members etc.

To maintain effective ongoing training, skills / knowledge updates, legislative changes and industry best practice.

Where necessary to provide an efficient and effective service of parking enforcement, in order to minimise parking contraventions, through the issue of penalty charge notices in appropriate cases. To provide this service in accordance with the Council's objectives and policies.

To be able to deal with members of the public in a confident and positive manner. To carry out the role of Enforcement Officer in a professional and self empowered capacity. To deal politely with enquiries from members of the public and have the ability to deal appropriately with confrontational and or aggressive situations.

To carry out patrols as directed in areas within the District, either individually or as part of a team.

As part of these patrols identify infringements and contraventions of regulations and orders undertaking the necessary enforcement activities as appropriate.

To record and issue Penalty Charge Notices, Fixed Penalty Notices and Community Protection Notices as appropriate.

To ensure that personal identification is carried and that the issued uniform is worn at all times when on duty and maintained in a clean and tidy order. To keep spare uniform in lockers provided for bad weather conditions, including waterproofs.

To be able to work unsupervised and carry out the duties ensuring that all work undertaken is carried out in an efficient and effective manner, which complies with the relevant procedures, policies and Code of Practice and is also in accordance with all Council and Statutory requirements.

To drive Council's vehicles in accordance with the Driving Policy and Highway code, as and when requested, having regard to mechanical safety checks as appropriate. To maintain the vehicle in a clean and tidy condition, reporting any defects immediately as per established policy.

To carry out as instructed regular visits to car parks within the District for the purpose of cash collection. Further as necessary be responsible for operating a manual cash collection system on car parks while remaining within all existing Council standing orders.

To undertake adequate inspections providing information through the appropriate procedure for the maintenance, repair, replenishment or replacement of all Council's assets therein:

- Car Parks (all ancillary equipment)
- Public Conveniences
- Street Furniture
- Street Nameplates
- Parking Signs / Lines (both on street / off street)

As part of this function provide information through the appropriate procedure regarding any observations or concerns regarding cleansing standards or service requirements across the district.

To check / test all parking related equipment during patrols and report any problems to the appropriate procedure.

To maintain accurate pocket note books and all relevant records.

To co-operate with any investigation actions required in association with the enforcement of parking, abandoned vehicles and or criminal activity.

To carry out any other details that may be required in relation to the Council's parking operation and enforcement duties, including working in conjunction and partnership with the DVLA and West Mercia Police

To assist the Senior Community and Environmental Protection Officer in developing the service to meet all Depot / Corporate objectives.

To ensure that you have a problem solving approach to issues, and work as one team with other depot colleagues

To carry out administrative tasks as necessary, ensuring that measures data is collated, interpreted and used to inform service delivery.

To undertake any other reasonable duties subject to adequate training and / or supervision.

To enforce and issue Fixed Penalty Notices under the Environmental Protection Act 1990, Clean Neighbourhoods Act 2005 and various other Acts.

To enforce and issue Fixed Penalty Notices through The Community Safety Accreditation Scheme as set out in the Police Reform Act 2002, the Anti-Social Behaviour Act 2003 and the Serious Organised Crime and Policing Act 2005.

To enforce and issue Fixed Penalty Notices through The Public Space Protection Order Scheme.

As an enforcement officer, tackle anti-social behaviour on the spot, rather than having to call a police officer for minor incidents; thus dealing decisively with many types of anti-social behaviour, in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014

To assist the Senior Community and Environmental Protection Officer in developing the service to meet all Depot / Corporate objectives

To undertake enhanced training and instruction as may be required to ensure the safe and efficient performance of these duties.

People

To ensure own personal development of myself and staff.

To act as a mentor for more junior members of the team.

Health & Safety

To understand and comply with the legal requirements of the Health and Safety at Work, etc. Act 1974 and all other regulations relative to the operational requirements of the Depot. To ensure that all work undertaken complies with the relevant procedures, Code of Practice and is in accordance with Council and statutory requirements.

Internal / External Customers

To work with other service areas, other Councils and external partners to optimise service delivery.

To liaise with customers, partners, colleagues and Councillors as well as attending meetings when required.

To uphold exemplar levels of customer service both across the section and within the operational service functions, to promote customer satisfaction, service excellence, loyalty, repeat business and new clients.

To display sound levels of business acumen in the execution of seeking new business opportunities, expanding existing services and driving increasing levels of business revenue.

Corporate

To engage and promote Wyre Forest District Council Corporate Plan in terms of the stated, Vision, Values, Priorities, and Strategic Actions.

To actively contribute to the Wyre Forest Forward programme and corporate agenda by upholding and promoting the Council's values and customer service principles.

To be responsible for ensuring that data created, received or acted upon is of high quality in accordance with the Council's Data Quality Policy.

To maintain the confidentiality of personal and sensitive information.

To contribute to the Council's Emergency Planning and Business Continuity functions.

Special Projects

To undertake special projects or respond to requirements for task and finish-based projects as and when they are required to improve the service.

Special Conditions

The Council's scheme of flexible working hours applies to this post. This allows an officer some time discretion in arranging working times.

It is desirable that the post holder provides an appropriate means of transport for use in connection with the duties of this post. Recompense will be at the rate as agreed by the Council. You may, therefore, from time to time be required to provide a suitable vehicle and your car insurance should cover you for business use.

Time off in lieu will be permitted in respect of any overtime worked, provided that it can be accommodated within departmental operational schedules. There is no entitlement to overtime payments.

This job includes duties that may require an element of physical effort and mobility on an occasional basis. To meet the needs of the service, the ability to undertake the full range of duties for the contracted hours will be required.

Additional Information:

The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.

Reasonable adjustments will be considered as required by the Equality Act.

The duties described in the job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities.

Our Values

| We are Working Together | We are Fair | We are Dependable | We put Communities first |
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| We are one team, all working towards the Council's vision for the district | We treat people fairly; we are inclusive and embrace our differences | We do what we say we are going to do; you can trust us to deliver on our promises | We listen, we set targets for ourselves and the services we deliver |

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| Author: | S. Brant | Version Date: | September 2015 |
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| Job Evaluation Undertaken By: | R.Simpson | Date: | 2015 |
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