

Role profile

Job Title:	Envirocrime Enforcement Officer
Department:	Waste and Street Services
Directorate:	Housing and Environment

Role reports to:	Enforcement Team Manager
Direct reports:	N/A
Indirect reports:	The management of borough-wide 'client services', through 3rd party contract

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To work as part of an area-based generic team, undertaking enforcement duties in relation to refuse, fly tipping, fly posting, litter, dog fouling, graffiti, abandoned vehicles, cars for sale, illegal trading and general and highway enforcement duties to ensure the Council's statutory functions are complied with. As part of the generic area-based approach, monitor the performance of contractors providing contractual services in relation to refuse collection, cleansing, recycling, removal of abandoned and other vehicles, ensuring all services are planned, procured and delivered within the spirit of the Best Value and in a customer orientated manner

Key accountabilities

- Contribute to the development, monitoring, review and evaluation of an enforcement strategy which includes an integrated/generic area-based inspection regime for all enforcement powers in relation to street cleansing, refuse, street trading, footway parking, builders materials, abandoned vehicles, highway obstructions, flyposting and other associated legislation.
- To integrate public concerns/issues to aid enforcement activities to improve local environment.

- Taking a lead role in undertaking entire legal process for street scene enforcement activities as part of the team and coaching other staff to develop their skills and expertise in this key priority are.
- Performance monitoring of all enforcement activities and other contractual activities.
- To interface and liaise with Legal Services and other Service Units to facilitate a co-ordinated approach to enforcement throughout the borough.
- In liaison with the Environmental Health, Commercial Waste, and other enforcement agencies, co-ordinate enforcement activities across the borough to address key public concerns around street scene issues.
- Assist in developing area based inspection regime in consultation with the area managers to enable a collective, consistent and performance driven approach to maximise contractual and enforcement impact, ensuring Health and Safety aspects are an integral part of the working practices.
- Support other staff within division to ensure administrative and technical procedures are geared to support the performance management culture and offer training where necessary.
- Enforce legislation in connection with street scene issues. Work with other Council departments to develop bylaws where needed to make the Council's enforcement strategy more effective. Contribute in the management of licensing functions.
- Undertake and supervise surveillance of possible offenders, interview complainants and alleged offenders, locate and caution, prepare reports, serve summons when expedient, attend court and give evidence as required.
- Prosecute and/or issue Fixed Penalty fines as appropriate, in relation to offences against the Highways Act, London Local Authorities Acts, Control of Pollution Act, Environmental Protection Act, the Dog Fouling of Land Act and any other legislation falling within the remit of Envirocrime Prevention.
- To develop quality procedures and use this to performance manage contractors in accordance with the specification.
- Authorise the placing of skips, scaffolding, hoarding and other temporary structure as may be required.

- Inspect proposed special collections and assess the amount to be charged.
- Identify highway, street lighting and street works defects requiring urgent repair and notify the Highways Management service.
- Assist in the organisation of customer surveys under the supervision of Area manager.
- Plan, organise, implement and review special projects, involving the local community where appropriate.
- Undertaking inspections in relation to cleansing, refuse collection, abandoned vehicles, public conveniences, trading, open spaces, flytipping, flyposting, gullies and highways in accordance with the Council's procedures.
- Dealing with customer queries, complaints and correspondence within the set standards.
- Supporting Envirocrime Prevention at times of inclement weather or other emergencies.
- Attending meetings with stakeholders and committees as required in relation to operational responsibilities.
- Deputising for Area Manager in your specialist area as may be required.
- Effectively prioritise and manage a demanding and pressurised personal workload, which involves conflicting priorities and is subject to changes, to maintain a responsive, customer orientated flexible, empowered and accountable approach to the type of work undertaken.
- The postholder must at all times carry his/her duties with due regard to the Council's equal opportunities, customer care polices Health & Safety and Ealing for Excellence.
- Any other duty commensurate with the grade of the post

Key performance indicators

- Achievement of the Enforcement and Engagement improvement programme and the Street Services Business Plan

- Customer satisfaction target measures and the achievement of customer response deadlines
- Relevant national and local indicators e.g. NI195 [or similar]
- Effective relationship management with internal and external stakeholders and residents

Key relationships (internal and external)

- Customers
- Service Heads
- Members
- Voluntary / Community Groups
- Contractors
- Marketing / Communications team

Authority level

- **People** – Attend Ward Forums (or similar) as required
- **Policy** – Significant input to Service Plan
- **Budget** – N/A

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. A working knowledge of the Police and Criminal Evidence Act 1984
2. Knowledge of court procedures and giving evidence
3. Knowledge of contract management procedures
4. knowledge of relevant legislation e.g. Environmental Protection Act, London Local Authorities Act, Highways Act, New Roads and Street Works Act and other legislation
5. Ability to liaise with other stakeholders e.g. council departments, contractors, the police to develop an integrated multi agency approach to enforcement issues.

6. Ability to converse with the public with empathy and tact and in sensitive environment.
7. Ability to prepare accurate and concise reports
8. Use of I.T systems and an ability and willingness to learn and adopt to change.
9. Ability to remain focused when dealing with unhelpful, abusive, intimidating or anti-social behaviour.

Essential qualification(s) and experience

1. Experience of contract management and/or enforcement or comparable field
2. Dealing with public, particularly in sensitive situations
3. Working in a team culture for effective actions

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they will do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards