

Job Description



Job Title: Senior Neighbourhood Enforcement Officer	Service Area: Community Safety Service	
Directorate: Environment & Sustainable Transport	Post Number:	Evaluation Number:
Grade: PO4	Date last updated: May 2020	

Overall Purpose of Job

To make the borough a cleaner and safer place for the public through:

1. leading change to business, community or individual behaviour through communication, persuasion, advice, guidance, investigation or enforcement;
2. coordinating community engagement to achieve compliance with statutory requirements, resolution of environmental issues, crime and disorder, security and anti-social behaviour;
3. working with staff and partners to find effective joint solutions and achieve positive outcomes for the public and for victims of crime;
4. periodically reviewing and monitoring service initiatives and policy for service improvement, updating and communicating to officers;
5. being visible and accountable to the public;
6. encouraging the involvement of the public, businesses and community groups in looking after their areas so they become self-sustaining; and
7. giving direction to Neighbourhood Enforcement Officers on complex cases.

Job Context

1. The post-holder reports to the Community Safety Enforcement Manager and will supervise and direct the work of the Neighbourhood Enforcement Officers, and is expected to assist in understanding service requirements, community engagement and problem-solving.
2. The post-holder will work closely with the Metropolitan Police Service (MPS), residents and other stakeholders, consulting with them as relevant to understand and resolve community safety concerns.
3. To promote and implement a philosophy of putting our residents at the heart of everything we do and to put in place arrangements that involve residents, businesses and service users in the development of services.
4. To participate in the Council's emergency planning and responses to emergency situations when required to do so.
5. To undertake supervisory duties as a dual badged Senior Law Enforcement Officer and Senior Civil Enforcement Officer.

6. To work a flexible 36-hour week, sometimes including evenings, weekends and Bank Holidays.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To respond to ASB and environmental crimes, using appropriate enforcement legislation to produce a public realm that is welcoming to all – including (but not exclusive to) fly tipping; trade waste; highways obstructions; overhanging vegetation; dog fouling; litter; illegal street trading; anti-social behaviour, unauthorised encampments and breaches of parks bye laws.
2. To support and direct the Neighbourhood Enforcement Officers in engaging local businesses and residents in understanding crime and disorder issues that are persistent, personally or environmentally harmful and which require a multi-agency problem-solving approach to resolve them.
3. To represent the Council and the Community Safety Service at Neighbourhood Ward panels and residents/community meetings, in relation to environmental crime and ASB and liaise with Council services, other authorities, agencies, service-providers, government representatives, traders and residents.
4. To ensure that common systems and professional standards are consistently observed by all officers in the delivery of their work, including the provision of performance reports and community intelligence to inform service development and tasking.
5. To act as a day-to-day point of contact for other council services and partner agencies in respect of solving community safety issues in the community neighbourhoods.
6. To lead on enforcement and regulation of cases of greatest difficulty and complexity, such as inspection, emergencies, prosecution, appeal, seizure, detention, prohibition, determination, remediation, preparing cases and evidence for legal proceedings, instituting legal proceedings and appearing and giving expert evidence at Court, Tribunal or other statutory Hearing.
7. To attend civil and criminal courts for and on behalf of the Council or police and act as a professional witness.
8. To monitor and report on cleanliness standards, reporting defects and hazards to appropriate services and contractors so they can undertake corrective action, particularly with reference to waste management, fly-tipping, anti-social behaviour and vulnerable premises, providing solution-based analysis.
9. To develop operational links with the police, fire and other statutory partners, council services, external partners and other enforcement agencies.
10. To supervise Neighbourhood Enforcement Officers, ensuring delivery of required enforcement activities to secure the provision of an efficient and effective service, and assist officers to consistently achieve high levels of enforcement of relevant legislation as necessary.

11. To use and supervise the use of all supplied equipment and systems as required or detailed in operating procedures or instructions. Also ensure correct wearing of uniform at all times.
12. To organise own and supervise allocated officers' workloads, time-management and performance effectively, ensuring appropriate level of service cover to meet service requirements.
13. To
14. To ensure staff are effectively trained, supervised and managed to investigate civil and criminal offences in accordance with the provisions of the Police and Criminal Evidence Act 1984, Criminal Procedures & Investigations Act 1996 or other appropriate legislation. Interviewing witnesses and obtaining evidence for use in Court or other legal hearing, the taking and making of witness statements as required.
15. To supervise the preparation and referral of civil and criminal legal case files by Enforcement Officers for legal proceedings in accordance with the Criminal Procedures & Investigations Act 1996 and other appropriate legislation. To give evidence in Court or other legal hearing on behalf of the Council.
16. To supervise Enforcement Officers in providing a timely response to illegal occupation of land, squatting, Unlicensed Music Events and traveller incursions, in liaison with partners, ensuring all relevant legislation and welfare rights are applied with regard to vulnerable persons and children safeguarding.
17. To accompany Members and residents with visits within the community Neighbourhoods and undertake environmental visual audits and assist in ensuring action points are addressed promptly.
18. To monitor persistent problem-locations, anti-social behaviour and perpetrators and work with other services to develop sustainable solutions and processes in response.
19. To maintain high standards of knowledge, competency and skills within your area of responsibility, to fulfil the role of Senior Enforcement Officer and expert advisor. Including responding to Member enquiries and service complaints, providing written Member advice as required.
20. To ensure that the officers for which you are responsible, deliver a range of services within a framework of legislation, statutory instruments, codes of practice, corporate policies, local systems, policies and guidance and good professional practice, including inspections, surveys, visits, investigations, investigating complaints and service requests, gathering evidence, undertaking interviews and taking statements.
21. To effectively respond to problems, utilising powers under the following legislation:
 - Crime & Disorder Act 1998
 - Environmental Protection Act 1990 (EPA)
 - Clean Neighbourhoods and Environment Act 2005(CNEA)
 - Environment Act 1995(EA95)
 - Police and Criminal Evidence Act 1984 (PACE)
 - Criminal Procedure and Investigations Act 1996 (CPIA)
 - The Human Rights Act 1998 (HR)
 - Regulation of Investigatory Powers Act 2000 (RIPA)(NB: this list is not exhaustive)

22.To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

KEY PERFORMANCE INDICATORS

- More residents satisfied with the borough as a place to live
- Fewer complaints about street cleanliness
- Acceptable levels of: a) litter b) detritus c) graffiti d) flyposting
- More people feeling safe in the borough.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. 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, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <ul style="list-style-type: none"> • Demonstrable knowledge and understanding of framework of legislation, statutory instruments, codes of practice, corporate policies, local systems, audit schemes, policies, guidance and good professional practice relevant to work undertaken. • Detailed understanding of practical issues and solutions for maintaining environmental quality and reducing ASB. • Working knowledge of court procedures, preparation of civil/criminal cases, environmental crime, and highways offences. • Awareness of the role of other stakeholders in maintaining a high quality local environment. Understanding of operational working and experience of applying knowledge of the law and associated codes of practice to the investigation and resolution of issues, problems and service request. • Relevant experience in a similar field 	<p>Application Form</p> <p>Application Form/Interview/Test</p>
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Experience of strategic engagement of relevant partners in planning and coordinating responses to environmental crime and ASB, including case preparation and court attendance. • Management or supervisory experience of frontline staff or relevant services • Operational knowledge of the processes involved for successful application of: 	<p>Application Form/Interview</p>

<ul style="list-style-type: none"> • ASB case investigation options • Community Protection Notices • Public Space Protection Orders • Environmental enforcement options • Issuing Fixed Penalty Notices 	
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Be able to undertake ASB & Enviro-crime investigations • Be able to carry out wide ranging enforcement duties • Be able to take witness statements to an evidential standard • Have good writing skills, including being able to write reports, pocket book entries, notice and other formal letters. • Be able to work in a professional manner and inspire confidence in the service within local community. • Be able to communicate with people at different levels within partner agencies, other organisations by telephone or in person • Be able to clearly explain service issues to the public • Be able to work independently and to use initiative • Have excellent organisational skills and ability to prioritise own workload. • Be able to deal effectively with customers in difficult situations • Be able to analyse problems and apply knowledge, skills and techniques to solve problems • Have a competent level of ICT skills (particularly Microsoft Office) • Be able to drive Council vehicles, patrol on foot and/or travel around the Borough using public transport. 	<p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • Is visible and approachable and earns respect. Leads and motivates by example. • Understands the Council's priorities and is able to set objectives. • Personal and professional demeanour and credibility to gain confidence of councillors, chief officers, senior managers, staff and external partners and interest groups, including the ability to deal with a range of sensitive issues. • Sets and implements high standards of customer care, delivering high quality and cost effective services to internal and external customers. • Encourages staff to give constructive upward feedback. 	<p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • The post-holder is expected to keep up to date on knowledge of new legislation, codes of practice and relevant case law. • There may be occasional need to attend meetings outside of 	<p>Application Form/Interview</p> <p>Satisfactory</p>

<p>normal hours of working.</p> <ul style="list-style-type: none"> • The post-holder will on occasions be required to visit different sites, so the post-holder must either have a valid driving license and the ability to use their own vehicle or a pool car for work purposes, or be able to make alternative transport arrangements. • This post is subject to a standard DBS check. • The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. This post may be considered politically restricted in accordance with the provisions of the above Act. Should this be the case you will be notified and your contract of employment. • This post is exempt from The Rehabilitation of Offenders Act (1974). • The post-holder is expected to understand and comply with the requirements of the Health and Safety at Work Act 1974. • The post-holder is required to commit to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application. 	<p>clearance at conditional offer stage, as applicable</p>
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