

Job Description



Job Title: Head of Community Safety Enforcement Services	Service Area: Community Safety Service	
Directorate: Environment & Sustainable Transport	Post Number:	Evaluation Number:
Grade: SMRA/B	Date last updated: May 2020	

Overall Purpose of Job

1. To advise and support the Community Safety Assistant Director, the Corporate Leadership Team, the relevant Lead Member and the Mayor on all matters under their control.
2. To lead and direct a visible borough-wide community safety enforcement service that is accountable to elected members, residents, businesses and victims, with responsibility for environmental crimes/ASB enforcement, Out of Hours Contact Centre, CCTV and Fly-Tipping resources, and the Police team.
3. To shape and drive strategic partnerships that have responsibilities for the discharge of statutory and regulatory functions involving environmental issues, issues of crime and disorder and anti-social behaviour.
4. To develop and implement a strategy to increase the involvement of residents and community groups in looking after their areas so that cleaner, greener and safer neighbourhoods are self-sustaining.
5. To provide a CCTV surveillance capability on behalf of the Community Safety service and provide an efficient and effective Out of Hours Contact Centre to deal with a range of residents queries, reports and complaints.
6. To work with other regulatory, safeguarding and community engagement services to ensure services are integrated at the point of delivery and at the strategic planning level.

Job Context

1. The post-holder reports to the Assistant Director of Community Safety and will be part of the Community Safety Service management team, with the expectation to assist in understanding service data requirements, intelligence gaps and additional data sources.
2. The post-holder will be responsible for managing the ASB Reduction Manager, the Community Safety Enforcement Manager, the Contact Centre Manager and the Fly-Tipping Reduction Manager and their staff. The post-holder will also direct the work of the Police team contracted by the council.
3. To promote 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 be the Council's lead liaison officer with the MPS in relation to the police teams contracted by the council, including tasks allocation and monitoring.

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 ensure an effective area-based enforcement regime to proactively tackle environmental crime and anti-social behaviour within the borough.
2. To develop a coherent CCTV strategy for the service, including mobile communications and electronic processes to increase efficiency and reduce response times, and to oversee management and implementation.
3. To be responsible for the enforcement of legislation relating to noise, anti-social behaviour, fly-tipping and other nuisances.
4. To be responsible for the Out of Hours services.
5. To develop, direct and lead effective partnership coordination and working arrangements across the borough through visible joint-tasking of all the enforcement resources we have in place, ensuring the Police, partners and other Council Services are co-ordinated to target activity to known problem areas and increase efficient use of reduced resources.
6. To be responsible for the service's performance monitoring and improvement delivery, including reporting arrangements to drive performance.
7. To have overall responsibility for service budgets and to ensure regular monitoring and reallocation when necessary.
8. To lead the enforcement and community safety teams to work closely with residents and other stakeholders, consulting with them through appropriate channels and relevant forums, using information from these and other sources to identify problems and to take effective action.
9. To attend meetings and liaise with the public, businesses, partner organisations, Members, other stakeholders and liaise with other local authorities to implement improvements to the enforcement and community safety areas.
10. To be the lead officer in managing the CCTV network and ensure that there is a robust network capable in dealing with ASB and environmental enforcement, and to work closely with the police and other enforcement agencies in sharing information.
11. To take an active role in planning and implementing the service's response to emergency situations.
12. To prepare high quality reports and briefings as required.
13. To provide leadership and direction to the team by setting clear service goals and performance standards that will meet legislative requirements and deliver a

noticeable improvement in making the borough cleaner and safer in line with the Council's objectives as set out in Corporate Plan.

14. To develop communication and community engagement strategies that will promote the visibility and accountability of the service and engage the trust of elected members and local communities.
15. To attend and provide reports to the Community Partnership Board and other relevant Boards and groups, including external to the council.
16. To ensure appropriate systems are in place for the proper use of enforcement powers and awareness, knowledge and dissemination of relevant legislation and good practice is maintained at all levels across the service and its partners.
17. To work with colleagues to develop a strategy and programme for behaviour change in relation to anti-social behaviour and environmental crime.
18. To support the Council's Community Safety Strategy by providing a front line response to Environmental Crime, Anti-Social Behaviour and any infringement of the relevant legislations in partnership with the Police and other partner agencies.
19. To be a proactive member of the Community Safety Partnership, ensuring shared understanding of the range of crime and anti-social behaviour issues evidenced in the borough, including through residents' experience.
20. To effectively respond to problems, investigate and tackle incidents of anti-social behaviour such as littering, fly-tipping, dog fouling, graffiti, illegal street trading, fly-posting, and illegal encampments etc., utilising powers under the;
 - 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)
21. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

KEY PERFORMANCE INDICATORS

- Effective proactive approach to environmental crime and tackling Anti-Social Behaviour
- Extensive working knowledge of Environmental Protection Act 1990 and Anti-Social Behaviour Crime and Policing Act 2012 and other legislation required to undertake the role.
- Delivery of specific objectives and targets of the corporate Plan.
- Crime and disorder as measured through the borough ASB rates and perceptions data.
- Up to date strategies
- Successful implementation of problem-solving processes
- Successful detection and prosecution activities

- Reduction in sickness levels through timely and proactive monitoring and policy advice.

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"> • Educated to degree level or higher or equivalent experience. • 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. • Knowledge of the political and environmental context of crime and disorder reduction, particularly at local level. • Knowledge of sustaining effective partnership and community working. 	<p>Application Form</p> <p>Application Form/Interview/Test</p>
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Experience and consistent achievement at a senior management level in an organisation of comparable scope and complexity. • Excellent knowledge and proven application of a wide range of methods and channels for engaging with diverse stakeholders, including “hard to reach” communities. • Experience of leading, motivating and managing services with multi-disciplinary teams to achieve significant, sustainable improvements and positive outcomes through internal and external partnerships. • Clear knowledge and appreciation of the voluntary and community sectors and how they fit with, complement and add 	<p>Application Form/Interview</p>

<p>value to the work of the Council and its partners.</p> <ul style="list-style-type: none"> • Demonstrable experience of developing the capacity of local communities to respond effectively to local issues and to help themselves and each other to address local needs and priorities. • Substantial experience of devising and delivering services to customers • Experience of successful planning and management of large budgets, including implementation and application of robust budgetary control processes. • Self-motivated and able to work on own initiative • Computer literacy, including the efficient and effective use of Microsoft office products. • Line management of teams of a similar size. 	
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • High level of verbal communication skills, able to interact and explain to the public issues of anti-social behaviour and environment crime and the ability to present factual information as a witness in Court based upon the skill to observe, record, analyse and repeat information accurately. • Ability to lead teams, focused on delivering change and improvement across partnerships and organisational boundaries. • Ability to think strategically and see the link to other areas of Council activity • Financial and commercial awareness, with strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems. • Ability to operate effectively within the democratic processes, with the political acumen and skills to develop productive working relationships with council members that command respect, trust and confidence. • Ability to provide visible and supportive leadership, empowering, motivating and developing staff and fostering a positive organisational culture focusing on delivering improved outcomes for service users. • Effective negotiation and mediation skills, with ability to relate effectively to different stakeholders and to explain complex issues clearly and simply • Proven ability to produce timely, concise and accessible reports for staff at all levels of seniority. • Ability to negotiate with and influence managers across the council and partnership. • Excellent project management, organisations and interpersonal skills with the ability to manage a workload containing both regular and ad-hoc tasks within agreed timescales, which may be out of office hours. 	<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. • Understands the needs and expectations of internal and external customers. • Focuses on outcomes and thinks through the results of decisions. • Sets and implements high standards of customer care, delivering high quality and cost effective services to internal and external customers. • Strives to achieve continuous improvement in service delivery and responds positively to customer complaints. • Builds and maintains effective networks and partnerships, recognising and supporting individual roles and strengths. • Contributes constructively to senior management meetings. • 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 normal hours of working. • 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>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage, as applicable</p>