

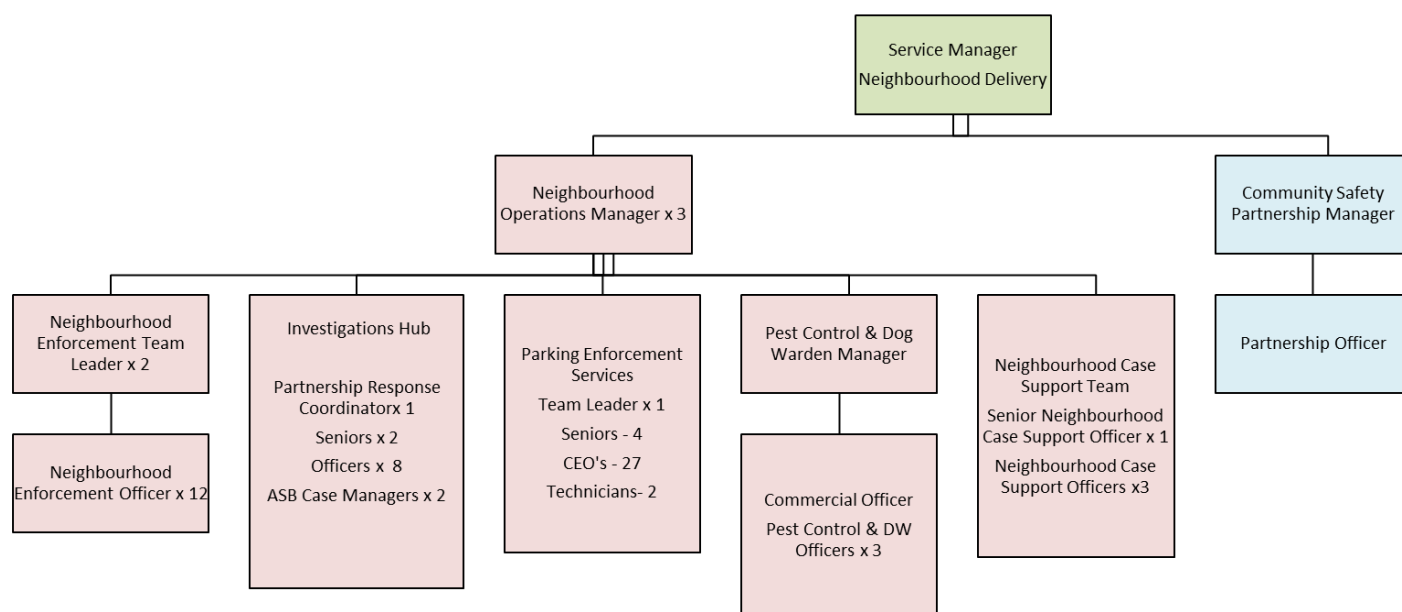
JOB DESCRIPTION PROFILE

Job Title	Post Reference	Responsible To	Department	Division & Unit	Grade Date of JEP	Development Rate of Pay
Neighbourhood Case Support Officer	PREF101078	Senior Case Officer	Place & Infrastructure	Public Protection Neighbourhood Delivery	L4 November 2018	L3

PURPOSE OF POST:

Provide effective case, operations and investigatory support to Neighbourhood Regulatory Services. Undertaking desktop investigation, case file progression, coordination of customer enquiries operational planning support and providing a range of administrative processes to support the effective delivery of the service.

Grade L4 posts hold a higher understanding of the techniques and procedures or specialised systems. Knowledge acquired through broad on the job training. Role will resolve minor problems but still within clearly defined guidelines and procedures. Posts at this level are also higher in 'Decision Making' with the requirement to resolve problems within a range of established solutions. Posts may have a supervisory dimension and/or hold knowledge and understanding of a specialist functionality.

ORGANISATION CHART:

ROLE RESPONSIBILITIES:

Focusing on the required job outputs – Maximum 8 Total		100%
1.	Carry out a range of desktop investigations on a range of enforcement and regulation matters to identify and allocate cases with a pursuable enforcement outcome. Carry out research across a range of systems to provide an initial case file for follow up investigation. Provide feedback to customers, councillors or other parties who have reported an incident.	25
2.	Complete case files for follow up prosecution action for Neighbourhood Enforcement cases which requiring transfer to legal services. Arrange and produce evidence, in line with legal process and local policy requirements.	25
3.	Provide operational support to the delivery of Neighbourhood Regulatory Services, including: - • Undertaking assessments on victims and cases at first point of contact to allow case prioritisation and allocation. • Assisting management to plan the delivery of operations. • Entering essential information on a range of different databases. • Undertaking casework and operational support tasks including reviewing information sources and following up enquiries. • Deploying evidence gathering equipment including CCTV, noise monitoring equipment and air quality monitoring equipment or similar Following operational procedures to install and remove equipment both in public spaces, business and residential premises on a lone worker basis. • Booking and taking payments for trading and operational services with the service area.	20
4.	Complete accurate notes and action points at a range of meetings relating to the service area – including confidential notes for HR matters linked to the service area – including sickness reviews and disciplinary meetings.	10
5.	Undertake general administrative tasks to support the delivery of Neighbourhood Regulatory Services – including management of inboxes and incoming enquiries, ordering supplies and services, capturing information for statutory returns and organisational support (taking bookings for courses offered etc.)	10
6.	Participate in the delivery of pre-planned operations, including those at short notice, to assist officers in recording and capturing evidence with a high degree of accuracy.	10

ROLE DIMENSIONS:

Supervisory Management	Financial Resources:	Working Environment & Physical Effort & Work Location:	Other:
None	None	Normal office. Site visits and management presence at a variety of operational activities will be required. Agile Working The Council needs to provide its services more cost effectively and this means a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working from home. The concept of employees having a desk of their own at a fixed location has ended.	
Political Restriction	Valid Driving Licence	Clearances Y/N	Genuine Occupational Requirement

ROLE CONTEXT:

The Public Protection Department carries out a wide range of enforcement and regulatory actions – utilising them robustly to make a positive difference for residents, businesses and people visiting the Borough.

The Neighbourhood Support Team will provide a range of investigation, casework and operational support across Neighbourhood Regulatory Services.

Neighbourhood Case Support Officers will undertake a range of desktop investigation tasks to process reports and enquiries of a range of criminal and anti-social behaviours. This role will allow the Council to identify quickly and efficiently the cases which are able to proceed for follow up investigation and enforcement action.

The post holders will also undertake casework support to facilitate the prosecution or court action in relation to the work of the Neighbourhood Enforcement Team. This is the Council's team of uniformed patrolling officers who issue fixed penalties and immediate enforcement action. The Neighbourhood Case Support officer post holders will proactively monitor and progress cases which require follow up legal action (i.e. unpaid fixed penalty notices).

The post holders will be expected to support the delivery of the service area through a range of tasks including note taking, customer feedback, record keeping and supporting the planning and delivery of evidence gathering equipment.

Neighbourhood Case Support Officers will be required to undertake some activities at locations across the Town in order to deploy and collect evidence gathering or other regulation monitoring equipment. This will include attending locations, including the homes of residents, on a lone working basis.

The post holders will provide an accurate and efficient support service to enable the delivery of effective enforcement outcomes.

SELECTION PROCESS

Luton Council adopts a scoring system (Level 0-3) when conducting assessment at shortlisting and interviews and is based on meeting the defined key core critical essential criteria of the Person Specification or demonstrating key traits and drivers associated with the three core job competencies of the role as below.

Level 0	The evidence provided fails to demonstrate candidate meets the requirements
Level 1	The evidence provided demonstrates there is some evidence and the gaps could be developed.
Level 2	The evidence provided demonstrates the candidate appears to meet the level required
Level 3	The evidence provided demonstrates that the candidate fully meets the level required.

Core Job Competencies (as agreed with HR and Manager)
Top 3 for role

- 1 Interpersonal – good communicator and organisational skills
- 2 Methodical – able to resolve problems and prioritise
- 3 IT Literate

PERSON SPECIFICATION

This acts as selection criteria for the role and gives an outline of the type of person and the characteristics required to do the job. This includes qualifications, relevant experiences, skills/abilities and styles/behaviors (key traits). The Development Rate will be required to evidence the level of progression underpinned by Luton's Fundamental Strengths Framework Guide.

Essential (E) and/or Traits (T)

- without which candidate will be rejected

Desirable (D)

- useful for choosing between two good candidates

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet either the core Essential Job Competences, Key Traits and or Desirable criteria in order to demonstrate that you can or have potential to perform the duties of the role.					
Attributes	Essential / Key Traits	How Measured	Desirable	How Measured	Development Rate (linked to Fundamental Strengths)
Experience	Some experience of working in a support role.	1,2	Worked in a regulatory, casework or legal environment or local authority environment	1,2	
	Demonstrable experience of dealing with customers/enquiries both on a face to face, telephone and written basis in a sensitive, polite and effective manner	1,2			
Skills / Abilities	Able to establish facts and use own initiative to take action within defined procedures whilst ensuring accurate and thorough attention to detail. Critical	1,2,5 (T)			Valuing People Achieving Excellence Working Smarter
	Able to plan and prioritise own work to meet deadlines Critical	1,2,5 (T)			
	Able to use a range of computer packages for intelligence, research, case management and general office purposes - Critical	1,2			
	Able to take accurate notes to produce records of hearings and meetings. Critical	1,2			

RECRUIT FOR POTENTIAL PROFILE

	Able to communicate effectively both in writing and verbally with ease with members of the public and provide effective help or advice in accurate and fluent spoken English. Critical	1,2 (T)			
Equality Issues	Some understanding of equality issues and how they may impact on different groups within the community	1,2			
Specialist Knowledge	Some knowledge of one or more of food hygiene, trading standards, environmental crime, anti-social behaviour or similar	1,2	Some knowledge of regulatory/enforcement matters.	1,2	
Education and Training	Administration qualification or equivalent experience or training.	1,2,4			
Other Requirements	Able to attend site visits/meetings throughout the Borough (3+ times a week) with equipment	1,2			

(1 = Application Form/Video Profile Assessment 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) and General Data Protection Act (2021)