

JOB DESCRIPTION PROFILE

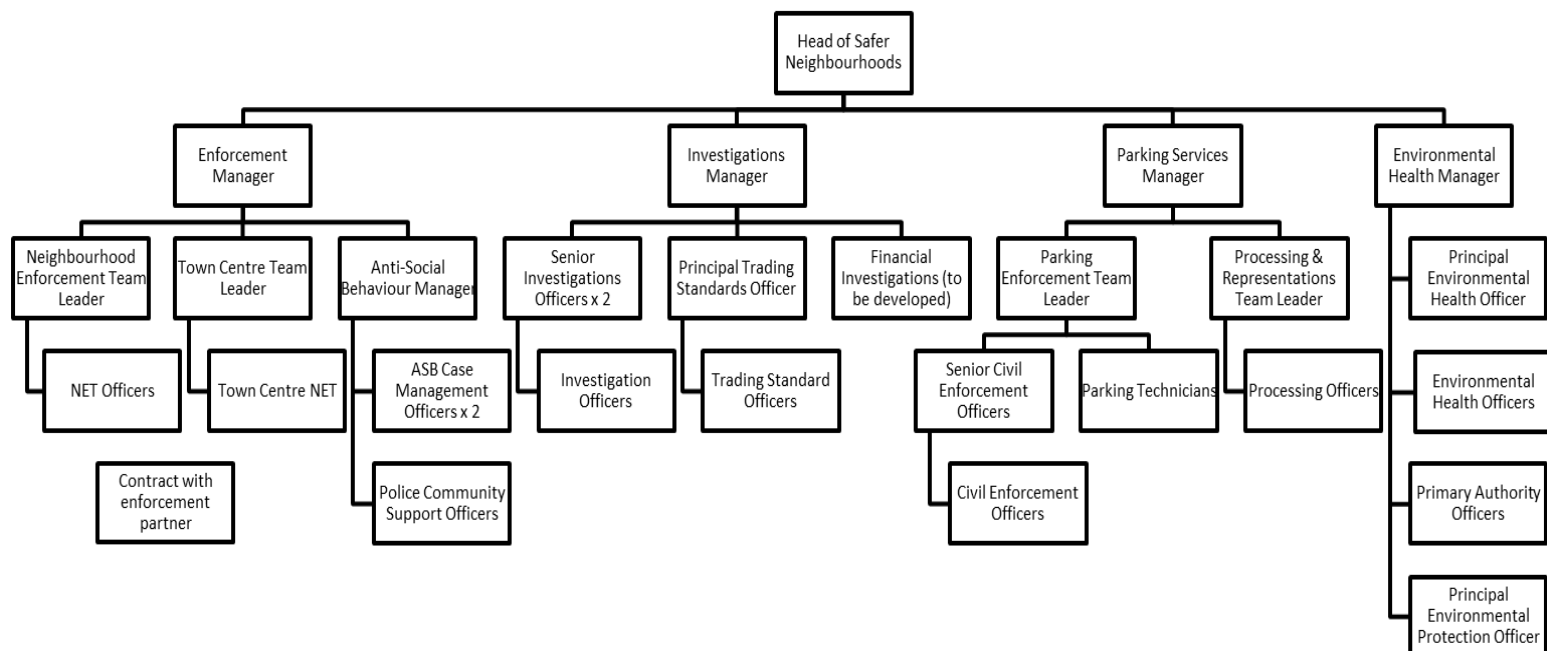
Job Title	Post Reference	Responsible To	Department	Division & Unit	Grade Date of JEP	Development Rate of Pay
Neighbourhood Enforcement Officer	125704	Neighbourhood Enforcement Team Leader	Place & Infrastructure	Neighbourhood Enforcement	L6 March 2016 & Nov 2018	L5

PURPOSE OF POST:

This role sits within the uniformed Neighbourhood Enforcement Team. The purpose of this role is to strengthen and improve local neighbourhood by providing a visible and effective front line response seven days a week to a range of issues including business regulation, environmental crimes and antisocial behaviour. The post holder will deliver a variety of regulatory interventions and solutions through the provision and application of enforcement skills using their knowledge and expertise

Grade L6 posts require an authoritative approach. Undertake either enforcement/ research/ investigative role. Provide technical and/or professional advice and makes recommendations to both internal and external stakeholders. Higher level communicator with strong influencing skills whilst explore new ways to solve problems and overcome barriers, with due consideration on a range of options before making decisions or recommendations. Role will be part of wholly subject to clear precedents covered by closely defined policies. Management direction is available.

ORGANISATION CHART:



ROLE RESPONSIBILITIES:

Focusing on job outputs – Maximum 8 total

100%

1. Responsible as directed to patrol the borough and hotspot locations alone or as part of a team both mobile (utilising a variety of vehicles or pedal cycles) and on foot to carry out effective enforcement activities. 25%
2. Investigate reports of a range of regulatory matters against businesses and individuals including environmental crimes and reports of anti social behaviour including (but not exclusively) illegal dumping, littering, dog fouling, begging, street drinking and activities contrary to legislation enforced/administered by the Authority taking appropriate action, which will include: investigation, seizure, removal and enforcement action. 20%
3. Provide the role of a Uniformed Enforcement Officer and deliver to the standards required by a relevant accreditation body. This includes the use of formal legal powers of enforcement and intervention as directed by the accreditation body. 15%
4. Provide a response to members of the public in distress, monitor and report any suspicious incidents or acts which are reasonably suspected of being criminal, anti social, drug related or cause any detriment to quality of life. Locate any vulnerable and insecure properties, making effort to secure and report to relevant agencies. Provide assistance to investigations by internal and external partners. 15%
5. Serve legal notices as required on persons as directed by legislation contained within (but not exclusively) the Clean Neighbourhood Act 2005, the Anti Social Behaviour Act 2005, Part IV of the Environmental Protection Act 1990, Refuse Disposal (Amenities Act 1978, powers granted under any relevant enforcement accreditation scheme or any other relevant legislation. 10%
6. Collect, prepare and present intelligence reports, data, timesheets and performance indicators in accordance with timescales, prepare reports and statements and safeguard evidence in any format in accordance with PACE and attend court and present such evidence in sufficient detail to support legal proceedings. 10%
7. Undertake such other duties and responsibilities commensurate with the grading and nature of the post. 5%

ROLE DIMENSIONS:

Supervisory Management	Financial Resources:	Working Environment & Physical Effort & Work Location:	Other:
None	Post holder will be required to monitor the processing payments of fixed penalty notices.	Whilst undertaking inspections/monitoring the post holder will be expected to work outdoors in all weather conditions for approx. 80% each day. Will be exposed to some unpleasant substances for very short periods on a daily basis – will be supplied with the appropriate PPE.	Potential contact with people who are potentially under the influence of alcohol or illegal substances whilst carrying out face to face enforcement
Political Restriction	Valid Driving Licence	Clearances Y/N	Genuine Occupational Requirement
Y / N	Y / N Please Specify: Drive LBC vehicles to access areas around the borough, transport heavy surveillance equipment	Non Policy Personal Vetting	Y / N

PHYSICAL RESOURCES:

- The use of information systems, office equipment and covert and overt WCCTV surveillance technology and body worn CCTC.
- Operational work requires the post holder to spend time in a bending and crouching position, to investigate and inspect accumulations and large deposits of waste. The post holder would be expected to encounter this physical demand every day as part of their day to day operational case load.

ROLE CONTEXT:

The post holder will be required to work as a member of a fully integrated and flexible team acting as first response to a broad spectrum of breaches, dealing directly with members of the public and business proprietors on site and in potentially confrontation situations relating to the execution of the Councils statutory powers. A high degree of tact and diplomacy will therefore be required to explain the relevant legislation and deal with individual situations as they occur. The job will involve a high level of on-site face to face enforcement and visits to locations throughout the borough.

The post holder will be required to use their initiative when identifying reasonable solutions and problem solving across a wide variety of issues. Demonstrating excellent communication skills to ensure compliance at the earliest intervention and detailing specific consequences of continued failure to comply with legislative requirements.

The post holder may encounter difficult situations whilst patrolling and must have a good understanding of health and safety on an operational level.

The post holder will be uniformed and wear body worn CCTV whilst carrying out their duties. The work is governed by a framework of relevant legislation and local policies, so the jobholder will need the ability to assimilate, understand and able to explain these in order for the enforcement investigation to be effective. This will also require investigation and research to establish the facts prior to taking any required action under the Council's powers.

The post holder will be required to feedback outcomes to complainants, area boards, members of other council departments and must do so in a timely fashion.

The job will also entail taking witness statements from complaints and undertaking both verbal and written taped interviews with offenders whilst under caution in accordance with the Policy and Criminal Evidence Act (1984) guidelines. On completion of a full investigation, cases are prepared for legal action within the Magistrates and County Courts. The post holder will be required to attend Court to substantiate their actions.

The aspiration is that the Authority will adopt the Policy support Community Safety Accreditation Scheme the post holder will be expected to achieve the standard required. In the absence of this scheme the post holder will be expected to achieve an enforcement qualification standards deemed appropriate by the Authority.

SELECTION PROCESS

Luton Borough 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 People skills, including remaining calm under pressure and resilient
- 2 Decisive and assertive
- 3 Good listening skills

PERSON SPECIFICATION

This acts as selection criteria for the role and gives an outline of the types of person and the characteristics required to do the job. This includes qualifications, relevant experiences, skills/abilities and styles/behaviors (key

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traits). The Development Rate will be required to evidence the level of progression underpinned by Luton's Fundamental Strengths Framework Guide.

Essential (E) and 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 clear examples 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	Demonstrable experience in an enforcement role in relation to Environmental Crime and anti social behaviour or similar environment	1,2			
	Experience of working with the general public (T)	1,2			
Skills / Abilities	Demonstrable ability to deal assertively, politely and tactfully with a wide range of people members of the public who may be confrontational and give advice within specific guidelines C	1.2, (T)	Able to use Microsoft packages e.g. Word and Excel	1,2	Valuing People
	Able to prioritise and manage constant and often conflicting work demands. Able to write clear factual letters and straightforward reports.	1,2,			Achieving Excellence
	Demonstrable ability to work with minimal supervision using initiative to find innovative solutions to issues. C	1, 2 (T)			Working Smarter
	Able to work within established procedures	1.2			

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	Able to input and retrieve data from computerised information systems Able to establish facts using investigation techniques and take to appropriate action within procedures and powers. Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English	1,2,3 1,2 (T) 1,2			
Equality Issues	Demonstrate an understanding of the effects of discrimination on service delivery and on the people you are working with	1,2			
Specialist Knowledge	Good understanding of relevant Environmental Protection and anti-social behaviour legislation C Knowledge of relevant legislation veering investigation processes, evidence gathering, retention and Data Protection C Knowledge of Health and Safety and risk assessments on an operational level	1,2 1,2 1,2	Some knowledge of RIPA 2000 Some knowledge of the Litter Code of Practise	1,2 1,2	
Education and Training	Able to obtain relevant Enforcement Accreditation within 6 months of appointment C	1,2	A relevant recognised qualification or equivalent experience in a waste management role	1,2,4	

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Other Requirements	Valid driving licence C	1,2,4			
	Able to walk and stand for long periods (up to 8 hours each day)	1,2			
	Able to work on rota – 7 days per week. Hours from 08.00 – 22.00 hrs	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 (2018)