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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Neighbourhood Enforcement Officer | POST NUMER: 1100CRV/1100DAH |
| **REPORTS TO** (Job Title):  | Community Safety Manager (Neighbourhood Safety) |
| **DEPARTMENT: CANS** Housing and Community Safety | GRADE 9 |
| **JE REF:** | 3315B00584 | PANEL DATE: | 29/04/2014 |
| **1.** | **MAIN PURPOSE OF JOB**1. Undertake a range of regulatory and advisory activities and proactive monitoring, to achieve compliance with appropriate sections of the Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005, and other primary legislation that encompass environmental crime and anti-social behaviour.
2. To resolve community complaints and enquires relating to potential environmental infringements and anti-social behaviour with recourse of enforcement action as appropriate.
3. To deliver the councils advice and enforcement response to domestic noise nuisance.
4. Act as a link with local communities, signposting residents to other Council services and agencies in order to deliver tangible environmental improvements.
5. To deliver a neighbourhood enforcement role utilising powers granted under the Police Community Safety Accreditation Scheme
6. To work in partnership with police Safer Neighbourhood Teams to tackle anti-social behaviour and neighbourhood nuisance
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| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | Investigate incidents and complaints of environmental crime, statutory nuisance and anti-social behaviour. Decide upon most appropriate course of action including enforcement following appropriate guidelines and policies. Keep customers up to date on progress. Update databases e.g. Flare, TAAGY and undertake surveys as necessary. |
|  |  | Write and serve warning letters, notices and prosecution reports as appropriate to best course of action, in accordance with the Department’s enforcement policy. To gather and present evidence in court where necessary. |
|  |  | Undertake monitoring across the city for littering offences in accordance with the department’s safe systems of work. Complete and issue Fixed Penalty Notices (fines) on the spot or issue age suitable warnings as appropriate. |
|  |  | Undertake interviews of offenders under caution using tape recording equipment or in writing following correct legal procedures, devising questions and examining evidence. Write up witness statements and write infringement reports, where necessary, on breaches of environmental legislation. |
|  |  | Develop and undertake stop and search exercises under the Clean Neighbourhoods and Environment Act 2005, working closely with the Police and other agencies, to execute investigations at the roadside or any other pre-determined locations. This includes issuing ‘on the spot’ cautions.  |
|  |  | Following departmental procedures facilitate the removal of illegal encampments and rough sleepers; serving notice and where necessary and presenting evidence in court. Arranging removal of residual waste as necessary. |
|  |  | Liaise and work closely with the Horse Bailiff as appropriate to support the removal of illegally grazed horses on Council land and where necessary provide statements for court proceedings. |
|  |  | Develop and present progress reports describing the enforcement activity and its outcome |
|  |  | Support the development of multi-agency operations with agencies such as the Police to deliver both new and existing approaches to environmental crime and anti-social behaviour |
|  |  | Contribute toward city wide and targeted education programmes to support the enforcement programme e.g. school visits, anti litter campaigns, dog fouling, student and neighbourhood agreements. |
|  |  | Contribute to the service planning process to ensure key areas of service need and provision are addressed, take ownership of individual and service Key Performance Indicators as defined through the planning process. |
|  |  | To use the Community Safety Accreditation Scheme powers as directed by the ASB Hub in order to deliver a more co-ordinated and effective approach to joint delivery of ASB outcomes |
|  |  | To provide the councils response to domestic noise nuisance |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. Reporting - Direct: None  Indirect: None  |
| **4.** | **CREATIVITY & INNOVATION*** Under the direction of the Community Safety Manager (Neighbourhood Safety) work collaboratively with key partners. This means that post holders work style must respond to the particular requirements of each community, activity, project, or complaint.
* Required to operate within the set constraints imposed by enforcement of the law, some problems and solutions are complex in nature and require detailed investigation covering several possible infringements
* Contribute to articles and publicity material to educate and raise awareness amongst the public of environmental crime issues and anti-social behaviour.
* Be able to interpret legislation and environmental guidance in clear and creative ways to match the needs of the audience.
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| **5.** | **CONTACTS & RELATIONSHIPS**Members of the PublicOther council officersEmergency servicesPublic bodiesVoluntary sector organisationsCommercial sector PoliceThe amount of contact with each group or organisation will vary depending on the nature of community, activity, project, complaint and investigation. Some contacts and relationship will by their nature be long lasting in order to achieve significant results; others will be of a short term to achieve a prompt resolution of the issue.Contacts are generally around the normal routines, sometimes involving information on contentious subjects which at times may be emotive and complex. Contact can sometimes be challenging and involve conflict where there is a reluctance to comply, officers must use judgement, tact and diplomacy to bring about a positive resolution.Tasking will be through a joint North Yorkshire Police/City of York Council ASB Hub and post holders will have access to the police airwave communication system |
|  **6.** | **DECISIONS – discretion & consequences**Post holders are responsible for making decisions within the established policy / legal guidance which could have both immediate and long term impacts. With support available from line managers and legal services as required, post holders will work to a mixture of fixed guidelines e.g. legislation and tasking through the ASB Hub. The post holders are responsible for ensuring that the correct procedures are followed in respect of investigation and inspection activities which may lead to enforcement and prosecution. Officer will take a lead in a specialist area and support colleagues. Consequences could lead to failure to secure the desired outcome, reputational damage and occasionally financial and legal claims against the council, if not undertaken correctly.  |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Post holders will at times have responsibility for the use, day to day maintenance and security of pool bikes, graffiti kits, vehicles, mobile IT and CCTV equipment, Bodycams and Police Radios. The maximum value is around £22k.  |
| **8.** | WORK ENVIRONMENT – work demands, physical demands, working conditions & work contextWork demands* Post holders will work to deadlines generated by both long term and short projects, and statutory requirements.
* Initially normal business operating hours will apply, but this will be extended to a shift system to allow for timely response to demand for service.

Flexibility is required as at short notice service requests that are of greater priority may occur and post holders will need to prioritise working practice against these**Physical demands** * Post holders will work outdoors the majority of the time, possibly in poor weather conditions. This will involve walking/cycling on a regular basis.
* Taking part in community events involving restorative justice e.g. litter picks and graffiti removal.
* Lifting and carrying material needed for the key tasks (to a level that requires manual handing training).
* Occasionally physically removing fly tipped items.

**Working conditions** Post holders will work in a mixture of environments, alone and with colleagues. This will include remote sites and in a variety of weather conditions, together with office based work. * Work on or adjacent to the highway for short periods of time.
* Inspection of sites and premises considered filthy and verminous or where there are accumulations prejudicial to health including the risk of drug related litter.
* Exposure to unpleasant material in fly tipping and drainage investigations, including occasional asbestos dumping.
* Dealing with aggressive and / or unsettled animals

Work context* A minimal risk of injury working on the highway for short periods
* Some risk of personal injury lifting chamber covers or other heavy items
* Moderate risk of contamination and infection when investigating drainage complaints from exposure to raw sewage.
* .A moderate risk of exposure to sharps from inspecting refuse or fly tipping.
* A moderate risk of exposure to irritants during graffiti removal.
* A moderate risk during regular lone working.
* A reasonably high risk of mental and physical abuse from members of the public and at high-risk sites such as traveller encampments, when handling confrontational situations or issuing fixed penalty notices.
* A reasonably high risk of dog bites from visiting domestic dwellings and traveller sites.
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| **9.** | **KNOWLEDGE & SKILLS****Qualifications**Relevant knowledge associated with the legislation under which any enforcement will take place. Commitment to continuing development, indicated by a professional qualification associated with the area of work and/or equivalent level of achievement/work experience.**Experience** * Working in local government, within a customer-focussed environment.
* Resolving problems in the community.
* Working independently and within a multi agency team.

**Knowledge*** Legislation that regulates the conduct of criminal & civil investigations.
* Investigation of potential offences, including the gathering of evidence, the interviewing of witnesses, the accuracy of record keeping, including hearsay and the compilation of reports for presentation to the magistrate’s court.
* Management of unauthorised encampments and their re-direction under the provisions of The Criminal Justice and Public Order Act 1994.
* An understanding of legislation and how it relates to environmental enforcement, e.g.
	+ Defective drainage investigations under the provisions of The Building Act 1984,
	+ The Local Government & Miscellaneous Provisions Act 1976
	+ The Public Health Act 1961.
	+ Dangerous Dogs Act 1991
	+ Crime and Disorder Act 1998
	+ Police and Social Responsibility Act 2011
	+ Code of Practice on Litter and Refuse and NI 195/196.
	+ Environmental Protection Act
	+ Clean Neighbourhood and Environment Act
* IT – including hand held technology and the use of databases.

 **Skills and abilities*** Interpretation of a complex range of legislation and apply it in the course of general duties when investigating complaints or service requests and when carrying out proactive enforcement action.
* Ability to determine what level of behaviour will constitute a statutory noise nuisance.
* Communication of information, both orally and in writing, in a clear and concise manner to a range of audiences including senior and junior officers, councillors, businesses, members of the public and other internal and external bodies.
* Maintenance of accurate and contemporaneous records of all complaint investigations, request for service, inspections, and all other enforcement related work, in accordance with legal procedures for evidence purposes including the continuity, security and preservation of evidence for use in criminal proceedings.
* Analysis of complex issues and presentation of imaginative and practical solutions.
* Deal confidently with difficult situations demonstrating sensitivity and tact when handling complaints and be able to offer pragmatic solutions through negotiation and persuasion.
* Developing and sustaining partnerships and effective working relationships with the police and other agencies to reduce environmental crime and anti-social behaviour
* Addressing equal opportunities issues
* A full driving licence.

 **Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Community Safety Manager, (Neighbourhood Safety)Other jobs at this level; Anti-Social Behaviour OfficerTHIS JOB None  |