

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

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| <u>POST TITLE :</u> | Senior Civic Enforcement Officer |
| <u>PAY BAND :</u> | Band 8 |
| <u>JOB EVALUATION NO.</u> | E3438 |
| <u>REPORTING RELATIONSHIP</u> | Anti-Social Behaviour & Civic Enforcement Operational Team Leader |
| <u>JOB PURPOSE :</u> | On a day to day basis, manage and organise the work of the Civic Enforcement Officers (CEO's), supporting their work of civil parking enforcement, nuisance parking, environmental crime and responding to and addressing incidents of anti-social behaviour. To work closely with other partner agencies and the community to resolve incidents of anti-social behaviour within Darlington. |
| <u>POST NO.</u> | POS000317 |
| <u>PDR COMPETENCY FRAMEWORK</u> | Level 2, Core Management Competencies for all managers |

MAIN DUTIES/RESPONSIBILITIES

1. To provide supervision of the Civil Parking Enforcement function and wider enforcement role.
2. To provide regular advice and guidance to the CEOs, including: demonstration of duties, training of individual CEOs and monitoring standards of work.
3. To develop weekly rotas that are responsive to the changing priorities of the service and optimise CEO availability.
4. To monitor and maintain all equipment (including IT equipment) associated with CPE enforcement.
5. To assist in the production and implementation of written procedures to ensure consistency in respect of all enforcement activities.
6. To receive and collate reports and information from the CEOs and complete performance reports for line management.
7. To patrol and carry out enforcement activities in accordance with enforcement procedures.

8. To serve notices for contraventions of parking regulations.
9. To complete returns of parking information, as required.
10. To provide witness evidence where required in respect of parking regulations proceedings.
11. To contribute to the seasonal upkeep of car parks, including snow clearance and similar emergency duties, to facilitate smooth operation of the car parks in inclement weather.
12. Investigate environmental complaints of dog fouling, litter, fly tipping, fly posting, graffiti, nuisance, abandoned vehicles, waste and other environmental crime.
13. Carry out all aspects of environmental enforcement, including: taking statements, issuing cautions, conducting formal interviews, issuing fixed penalty notices, producing written reports and notebook entries, which may be referred to in court and in line with Council procedure and preparing case files.
14. Investigate and enforce the offence of Abandonment according to the Refuse Disposal (Amenity) Act 1978, Clean Neighbourhoods & Environmental Act 2005 and the Road Traffic Regulations Act 1984 by use of fixed penalty notices, removal notices, confiscation and custody of vehicles and ultimately formal prosecution, liaising with contractors to remove abandoned vehicles where appropriate to do so.
15. Provide support to the Dog Warden by:
 - Collecting stray and unwanted dogs
 - Transport of dogs to designated kennels and maintaining all appropriate records.
 - Micro-chipping dogs upon the request of the handler
 - Undertaking routine cleaning of kennel facilities
16. Attend court in both civil and criminal proceedings to present and give evidence.
17. To maintain the highest standards of personal and professional conduct when dealing with residents and other organisations.
18. To carry out patrols of anti-social behaviour hotspots working closely with the Street Enforcement Officers.
19. To gather intelligence by recording and reporting any incidents of anti-social behaviour witnessed as part of your duties within the PACE pocket notebook. Reporting findings to the appropriate Anti-Social Behaviour Officer for further investigation and action.
20. To work with the public, private and voluntary sectors as well as colleagues using relevant legislation and powers collectively and proportionately to ensure Darlington is a safe place to live, work and enjoy.
21. To undertake comprehensive investigations and seek to resolve complaints of Anti-Social Behaviour and/or youths causing annoyance in public areas within Darlington, ensuring that all complaints are recorded and responded to and that details of all actions taken are recorded in a systematic manner.
22. To provide witness and victim support as part of a comprehensive provision for effectively tackling anti-social behaviour and reducing the fear of crime.
23. To identify and undertake, with the support of partner agencies, the appropriate enforcement action to successfully tackle incidents of anti-social behaviour, or individuals who engage in anti-social behaviour.

24. To work a shift system covering seven days a week to ensure that support is available to victims and witnesses of anti-social behaviour until 10:00 pm daily.
25. To work closely with the Police and other partners ensuring that persistent incidents of anti-social behaviour are responded to using a proactive partnership approach.
26. To ensure that all information regarding complaints is recorded and dealt with within the timescales detailed within the relevant operating procedures. This will involve ensuring that all victims, complainants, and perpetrators of alleged incidents, are interviewed within a specified timeframe.
27. This post involves frequent contact with, and occasional responsibility for, children
28. Ensure that the PDR process operates effectively within your team and end of year reviews are completed and submitted to the Council's timescales.
29. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these.
30. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
31. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a [manager / supervisor] and employee in line with these.
32. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
33. Any other duties of a similar nature related to this post that may be required from time-to-time.
34. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
35. You are required to safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
36. This post involves frequent contact with, and occasional responsibility for, children
37. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
38. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: November 2019

DARLINGTON BOROUGH COUNCIL
SENIOR CIVIC ENFORCEMENT OFFICER
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES
POST NO. POS000317

All appointments are subject to satisfactory references.

| Criteria No. | Attribute | Essential (E) | Desirable (D) |
|---------------------------------------|--|---------------|---------------|
| Qualifications & Education | | | |
| 1 | Be eligible to submit an application for accreditation under the Community Safety Accreditation Scheme with Durham Police and meet the standards of acceptance to the scheme, which will include passing security vetting. | E | |
| 2 | City and Guilds 1889, NVQ Level 2 or equivalent in Car Parking Enforcement (There is a requirement that this qualification is obtained within a reasonable time of commencing the post) | E | |
| 3 | Minimum of 5 GCSEs grades A-C or equivalent in relevant subjects. | | D |
| Experience & Knowledge | | | |
| 4 | Approx. 2 years' experience of dealing with the public in an associated area of work. | E | |
| 5 | Experience of staff supervision including performance development | E | |
| 6 | Experience in providing information in a variety of formats | E | |
| 7 | Knowledge/understanding of community nuisance and anti-social behaviour | E | |
| 8 | Knowledge of environmental crime and environmental crime enforcement | E | |
| 9 | Approx. 2 years' experience of effectively interpreting legislation, policy or procedures to give appropriate recommendations and advice. | E | |
| 10 | Experience of working in car parking operation | | D |
| 11 | Knowledge of pay and display parking equipment | | D |
| 12 | Experience of investigating incidents of anti-social behaviour | | D |
| 13 | Experience of producing criminal prosecution files in court attendance | | D |
| 14 | Knowledge of the Police and Crime Evidence Act 1984 (PACE), | | D |

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| | Criminal Procedures and Investigatory Act 1996 (CPIA), Regulation of Investigatory Powers Act 2000 (RIPA) | | |
| 15 | Experience of gathering evidence to put in place enforcement initiatives. | | D |
| 16 | Knowledge of law and policy relating to tackling anti-social behaviour. | | D |
| Skills | | | |
| 17 | Able to communicate both verbally and in writing to a wide range of audiences including writing clear and concise reports and presentations | E | |
| 18 | Ability to handle erratic and stressful situations. | E | |
| 19 | Ability to apply a non-judgemental attitude | E | |
| 20 | Ability to record and provide accurate information in a logical and precise manner | E | |
| 21 | Able to deal confidently with members of the public, colleagues, members and external organisations. | E | |
| 22 | Ability to monitor understanding of others, develop approach and take corrective action if required | E | |
| 23 | Able to work on own initiative unsupervised. | E | |
| 24 | Able to deal with confrontational situations. | E | |
| 25 | Able to work successfully as part of a team. | E | |
| 26 | Able to carry out basic service and maintenance of car park machines (training provided). | E | |
| 27 | IT literate, capable of using MS Word / Excel and Office packages | E | |
| Personal Attributes | | | |
| 28 | Able to lead and motivate others. | E | |
| 29 | A willingness to help and support victims and witnesses of anti-social behaviour. | E | |
| 30 | Able to demonstrate a professional, calm and non-judgemental disposition with the ability to be assertive. | E | |
| Special Requirements | | | |
| 31 | The ability to communicate at ease with customers and provide advice in accurate spoken English | E | |
| 32 | Capable of independent travel to carry out the requirements of the post | E | |
| 33 | Interest in working with children to promote their development and educational needs. | E | |

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| 34 | Ability to form and maintain appropriate relationships and personal boundaries with children. | E | |
| 35 | Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline. | E | |
| 36 | Suitability to work with children. | E | |