

**Job Description**

**Job Title:** Environmental Enforcement Officer

**Salary Grade:** Grade 6

**SCP:** (SCP 22-25)

**Directorate:** Neighbourhoods

**Service:** Community Resilience

**Responsible To:**  Environmental Enforcement Manager

**1. Purpose**

* 1. To improve neighbourhoods for all stakeholders through the delivery of an environmental enforcement function of prevention, education and enforcement.
	2. To assist in the implementation of various delivery plans and strategies and to address incidents of environmental crime and anti-social behaviour across the City of Sunderland.

**2. Main Duties**

2.1 To respond appropriately to general enquiries and service requests including from residents, members and MP enquiries.

2.2 To work in Partnership with other Sections of the Council, Directorates and external organisations in improving the City.

2.3 To provide support and assistance to individuals and businesses on environmental regulations and legislation and to encourage and require appropriate compliance.

2.4 To maintain an awareness of relevant statutory legislation including the Clean Neighbourhoods & Environment Act 2005, Environmental Protection Act 1990 and the Anti-Social Behaviour, Crime and Policing Act 2014.

2.5 To undertake educational work and actively engage with the local community, including local businesses, community groups, associations and schools, promoting environmental awareness and responsibility.

2.6 To carry out environmental enforcement to include fly tips, stop and search exercises, graffiti, fly-posting, nuisance and abandoned vehicles, public space protection orders and trade waste, fixed Penalty Notices (FPN’s), serve formal notices and issue letters, notices, schedules and other documents as may be required.

2.7 To support the legal enforcement process including conducting interviews in accordance with the Police and Criminal Evidence Act 1984 (PACE), preparing witness statements and case files with a view to prosecution, attending Court and giving evidence as and when required.

2.8 To manage and deploy a range of CCTV Equipment.

**3. Other Duties**

3.1 To prepare and present data, intelligence and information and undertake quality assurance and compliance audits and inspections supporting the operational team to drive improvement.

3.2 To prepare reports for senior officers to assist decision-making and to retain efficient and accurate records in accordance with departmental policy and legislative requirements.

3.3 To use creative skills to develop new solutions to problems as and when they arise including with Partner agencies and with an understanding of the different needs and expectations of service users.

3.4 Negotiating and persuading skills to ensure customers, partners and service users and colleagues operate in a particular way.

3.5 Deal with sensitive matters or challenging or hostile behaviour from customers.

3.6 Work independently to set timescales and workload. Deliver delegated actions, at times under minimal supervision whilst allowing time for initiative. Working on difficult and unusual problems and within the framework of regulations and procedures.

3.7 To comply with the principles and requirements of Council in relation to the Data Protection Act 2018 and GDPR in relation to the management of Council records and information and respect the privacy of personal information held by the Council and the Freedom of Information Act 2000.

3.8 Carry out duties with full regard to the Council’s Equality policies, Code of Conduct, health and Safety and all other Council policies.

3.9 The applicant must have able to meet the requirements of the post and have access to a vehicle.

3.10 A commitment to continuous improvement.

3.11 To promote and champion a positive organisation-wide culture that reflects the Council’s values.

3.12 The above duties and responsibilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

June 2020



**Person Specification**

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| **Essential Requirements** | **Method of Assessment** |
| **Experience/Education/Training*** Relevant qualification (e.g. BTEC, national diploma) or have relevant experience, preferably within the enforcement environment.
* Experience of performing the responsibilities of this post including educating and enforcing against individuals in an enforcement environment.
* Knowledge and experience of environmental enforcement legislation including Clean Neighbourhoods and Environment Act 2005, ASB Police & Crime Act 2014 and Environmental Protection Act 1990.
* Full UK driving licence
 | Application Form/ Interview |
| **Skills, Knowledge and Ability*** Knowledge, or the ability to develop knowledge, of all aspects of environmental enforcement to offer technical support and ensure compliance with policies and procedures.
* Good communication skills that demonstrates the ability to listen, understand, interpret, report and respond to the issues that arise in environmental enforcement.
* Able to persuade, negotiate and influence effectively, whilst seeking and considering the views of others.
* Able to effectively use a PC to prepare documents, record information, input data and update and extract data from IT systems.
* Able to provide excellent customer service and be socially confident and self-assured when meeting new people, and to adapt behaviour to meet the customer or situation.
* Able to work effectively within a busy, fast-paced, team environment, or independently.
* Organisational skills that demonstrate the ability to work to competing deadlines, show attention to detail, make decisions and reach conclusions to changing circumstances and deadlines to achieve agreed outcomes.
* Able to work with facts, figures and numerical data.
* Able to take a balanced approach to both a varied or repetitious work load.
* Able to deal with confrontational situations in a professional manner and respond accordingly.
* Knowledge of Fixed Penalty Notices/local authority regulatory enforcement.
 | Application Form/ Interview/Online Assessment |
| **Work related circumstances** * Ability to meet the travel requirements of the post.
* Ability to work outside of normal working hours to meet the needs of the service.
* Compliance with health and safety rules, regulations and legislation.
* Commitment to Equal opportunities.
* To demonstrate the Council’s values.
 | Application Form/ Interview |