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| **Job Description** |
| **Post title** | Public Protection Officer |
| **JE Reference No** | *A4845* |
| **Grade** | Grade 8 |
| **Service** | Neighbourhood and Climate Change  |
| **Service Area** |  Community and Protection Services  |
| **Reporting to** | Reporting directly to a service group Manager or where applicable an Area Team Leader within a specialist service area |
| **Location** | Your normal place of work will be Annand House but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Responsible for delivery of Environment, Health and Consumer Protection services in accordance with service policies and procedures, and within the legislative framework, using the full range of enforcement powers, advice and education

The postholder will undertake a range of duties and responsibilities commensurate with qualifications and experience in relation public health and private sector housing enforcement.

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| **Duties and responsibilities** |

* Responsible for the calibration, maintenance and installation of technical equipment used for the purposes of monitoring, analysis or measurement across all service areas.
* Engage in a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
* Provide an excellent quality service to all customers, meet relevant targets and performance standards, relevant to the assigned duties in order to achieve high standards of service delivery.
* Establish and maintain effective two way communication with colleagues, Managers and customers, exchanging complex information both orally and in writing, seeking out and responding to opinions in order to further enhance the quality of service delivery.
* To prepare all correspondence, records, technical reports, statement of evidence, negotiations and discussions to achieve the teams objectives.
* Participate in divisional meetings, staff briefings and seminars as required.
* Actively participate in the formulation, implementation and review of service improvements through the service planning and other similar processes.
* Continually identify personal and professional development needs and undertake training to progressively develop skills, competences and experience.
* Exercise judgement and make decisions within the framework of legislation and Council Policy.
* Communicate effectively orally and writing, with a range of audiences including drafting reports and dealing with correspondence.
* To maintain accurate records in relation to all aspects of the work undertaken.
* To assist in the administration of the department including the operation of appropriate information systems and new technology.
* To research and prepare reports for submission to Committees and working parties when requested.
* To gather evidence, prepare legal notices and statements and attend Court in the event of legal proceedings.
* To represent the Council at meetings and liase with members, officers of other divisions and external organisations as required.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable)

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | HND or equivalent NVQ level 4 qualification in relevant subject  | Relevant post graduate certificates e.g. Acoustics, pollution control, env science etc. Associate Membership of CIEH |
| Experience | Experience in relevant service area (s).Experience of local government structure and operationLocal Government and associated policy and proceduresIn depth experience of carrying out complex or technical investigations, inspections/interventions, and associated work in relevant service area including, researching legislation, case law and technical developments as necessary.Experience in enforcement and legal proceedings including court experienceAbility to provide detailed technical advice to customers.Experience of using IT systems |  |
| Skills & Knowledge | Ability to solve complex problems and demonstrate innovation in problem solving liaising with other professionals where necessary.Ability to accurately research in detail scientific, technical and legal issues for own use and for the benefit of team membersAbility to interpret and understand technical data and reports and prepare reports intended for a range of audiences Evidence of good negotiating and influencing skillsAble to communicate clearly and professionally, both verbally and in writing with a wide range of stakeholders and colleaguesCapable of adapting and responding to changing technologies and corporate and service delivery requirements. |  |
| Personal Qualities | Ability to form effective working partnerships with colleagues and professionals from other organisations and sectorsAble to work as a team memberCapable of working effectively under own initiative within delegated responsibility. Computer literateKnowledge of scientific, technical and legal aspects relevant to the specialist area sufficient to act as a specialist resource within the Environment, Health and Consumer Protection Division. Awareness of future proposals, trends and issues relating to the relevant functions. . Knowledge of other relevant functions within the Department.Understanding of Performance Management frameworks. Best value and CPA frameworkAccess to a car or means of mobility support (if driving then must have a current valid driving license and appropriate insurance)May be required to work outside of normal office hours' |  |