# Gravesham Borough Council Job Profile

## Street Scene Enforcement Officer

* Directorate: Communities and Inclusive Growth
* Team: Environmental Enforcement
* Post Title: Street Scene Enforcement Officer
* Grade: Scale 4
* Hours: 37hrs per week
* Responsible to: Environmental Enforcement Manager.

## Job Description

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop as working practices change in order to meet the demands of the service, new legislation or policies of the council. It is expected the post holder will contribute to and assist in the development of such changes

## Job summary

As a uniformed patrol officer, they will carry out enforcement in relation to environmental offences including fly tipping, littering and dog fouling across the borough. In addition, they will perform street level engagement and education relating to environmental issues and be the first point of contact for local communities and businesses.

They will be required to work 37 hours per week across five days including occasional weekends and evenings.

## Main responsibilities

1. To provide a high-visibility uniformed presence and carry out targeted patrol across the borough, either on foot or in a vehicle (dictated by operational needs).
2. Carry out appropriate enforcement action in relation to environmental and dog fouling offences, including the issuing of Fixed Penalty Notices and Community Protection Warnings and Notices.
3. Provide a first point of contact for residents, businesses, visitors and customers at a street level, advising on environmental issues and when appropriate, signposting to other internal and external departments and agencies.
4. Take the lead in proactive and reactive environmental crime prevention by creating and placing signage at hot spot locations, carrying out leaflet drops and through face-to-face engagement. Engage in project work aimed at reducing environmental offending by providing targeted engagement opportunities.
5. Respond to reports of environmental crime and carry out a high standard of initial investigation. This will involve speaking to witnesses, searching waste for evidence and proactively looking for other evidential opportunities, such as CCTV and ANPR.
6. Gather and collect evidence relating to previously reported offences and support the work of the Environmental Enforcement team as a whole. Ensure that evidence is correctly recorded in analogue and digital format, using pocket notebook records and body worn camera recordings. Ensure that all records are accurate and maintained in a timely fashion and in accordance with legal requirements.
7. Provide witness evidence for court cases, attend associated criminal court trials and give verbal evidence when required.
8. Lead in the local authority’s response to abandoned vehicles, ensuring that the correct process for identification and removal of such vehicles is adhered to and accurate records are kept of these activities.
9. To assist enforcement initiatives and investigations carried out by other GBC departments as required. To liaise with partner agencies to deliver a coordinated approach to environmental enforcement and participate in multi-agency enforcement activities.

## General

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

To participate as required in the Council’s Emergency Planning Operations which may involve duties outside the post holder’s normal job description and contracted hours.  In the event that an incident has occurred which disrupts the council’s ability to deliver its critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder’s competencies in other departments and/or at other locations.

A commitment and contribution to the Council’s Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures. They will be expected, where necessary, to wear personal protective equipment.

The post holder must ensure that data quality and integrity is maintained, and that data is processed in accordance with council policy, the Data Protection Act, the Freedom of Information Act and other legislation

The post holder will comply with the law and council policies at all times.

They will show a commitment to excellent customer service and the values of Gravesham Borough Council with the intention of making Gravesham a great place in which to live, visit and work.

| Job Factor | Essential | Desirable |
| --- | --- | --- |
| SKILLS/ABILITIES  (Specific skills and abilities required to undertake the duties) | Be literate, numerate and have good communication  skills. (Both orally and  written)  Ability to manage time  and workload.  Be able to deal with  confrontational situations  in a calm and professional  manner.  Be confident in challenging anti-social and illegal behaviour and proactively enquiring in mind set.  Be IT literate and possess good keyboard skills.  Ability to effectively  communicate with  members of the public and work colleagues. |  |
| KNOWLEDGE  (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations) | Knowledge of legislation relevant to evidence and procedure. | Practical knowledge of environmental enforcement legislation.  Knowledge of the use and deployment of surveillance cameras. |
| QUALIFICATIONS /  TRAINING  (Educational/vocational qualifications and other training)  Verification will be required | Possess a minimum of 4 GCSE’s, grade C or equivalent, one of which must be English  Possess a Full Manual Driving Licence and recent  experience of driving  manual vehicles. | Qualifications or formal training in aspects of environmental enforcement.  . |
| EXPERIENCE  (Level and type of previous experience) | Experience of working in a public facing enforcement role.  Previous experience of handling difficult and/or confrontational situations in a professional manner.  Experience of issuing Fixed Penalty and/or Enforcement Notices. | Experience in another local authority enforcement team or other enforcement authority in a front-line role.  Experience of carrying out searches for evidence and collecting and recording evidence.  Experience of taking witness statements.  Experience of presenting evidence at court. |
| QUALITIES  (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team) | The ability to work under pressure.  An ability to work individually or as part of a team.  To be observant, and accurately record observations and evidence. |  |
| SPECIAL CONDITIONS | Possess a Full Manual Driving Licence and have had recent experience of driving manual vehicles.  Be willing to wear uniform and carry a body worn camera and use personal protective equipment.  Be willing and able to work outdoors in all weather conditions and in challenging environments.  Be able and willing to work some evenings and weekends if required  Have and maintain a good level of physical fitness. |  |