

Job Description and Person Specification



Job Description

Job Title	Environmental Case Officer
Grade	6
Service	Environmental Services -Regulation and Communities Regulatory Services
Reports to	Environmental Enforcement Team Manager
Location	Whitley Depot
Job Evaluation Code	A6291



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

- Under the general direction of the Street Enforcement Manager, to support management in the delivery of services in accordance with Council policies and priorities, in particular:
- To undertake a caseload of work across the full range of functions delivered by the Street Enforcement Team, working in partnership with communities and other agencies.
- To implement and enforce legislation within the Street Enforcement Team's remit and contribute to service improvement and development of the team.

Main Duties & Key Accountabilities

Core Knowledge

1. Organise a balanced programme of work, prioritising tasks as necessary to ensure that the needs of the service are met.
2. Comply with relevant customer care standards, e.g., response times for service requests.
3. Identify appropriate courses of action following response to service requests/cases, ensuring that all relevant legislation is considered
4. Interpret technical/legal information, plans and legislation (including case law).
5. Authorise and supervise work in default, including drafting schedules of work, site supervision and monitoring of payments.
6. Support management through identifying, implementing, and reviewing policies and procedures and contributing to the service planning process.
7. Fully contribute to the service objectives of Streetscene and Greenspace through team working and support of all projects and service improvement initiatives.

8. Foster and develop partnership working with national, local public, private and third sector organisations in order to effectively deliver environmental services.
9. Undertake enforcement of legislation, including:
- Gathering evidence for prosecution/legal action in accordance with the Section enforcement policy and procedures, including interviewing offenders, obtaining witness statements and making all necessary enquiries.
 - Serving and enforcing statutory notices, including fixed penalty notices.
 - Preparing prosecution papers/reports, attending briefings and committees as and when required and giving evidence in court
 - Enforced sales, management orders and compulsory purchase orders.
10. Develop and maintain specialist knowledge across the full suite of environmental enforcement powers. This includes, but not exclusively, the following areas: Waste management and refuse, fly posting, littering, nuisance vehicles sales, drainage, housing, and noise nuisance.
11. To manage and co-ordinate the City Councils response to unauthorised gypsy and traveller encampments and caravan site licence conditions.
12. Take responsibility in respect of drainage as part of the City Council Emergency Control Team and the Outbreak Control Team under the direction of the Emergency Planning Officer or other Senior Officer.
13. Support and cover the work of colleagues throughout the Environmental Service and carry out any other duties required to meet the demands of the service (commensurate with the knowledge/skills of the post holder and grading of the post).
14. Deputise for Street Enforcement Manager as and when required.
15. Undertake the specific operational duties associated with the team including:
- Undertaking investigations of complaints ensuring that all relevant legislation is being complied with.
 - Preparing reports for prosecution, departmental management teams and external bodies as required.
 - Undertaking inspections of premises and produce appropriate schedules of work to ensure compliance with appropriate legislation.
 - Advising the public, traders, outside agencies, elected members, Members of Parliament, and other Council departments on service issues.
 - Undertake specific project work and have special responsibilities for areas of service provision.
 - Contribute to others development by sharing and demonstrating skills, knowledge, best practice etc.
 - Representing the service area at public meetings, forums etc
 - Giving talks and lectures on the services provided.

- Plan and implement surveillance exercises, complying in all respects with relevant legislation
- 16. Work outside of normal office hours on a rota and attend events outside the city as and when required
- 17. Any other duties and responsibilities within the range of the salary grade.

Other Duties

To maintain personal and professional development to meet the changing demands of the post, participate in appropriate training activities and encourage and support staff in their development and training.

To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility for the post.

All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

To be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

The post holder must comply with the interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults. In particular they will be required to ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected. To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected

Key relationships

External	Internal
Local Authorities West Midlands Combined Authority Police Fire Service Business owners housing providers Residents Residents' groups	Planning Regulatory Services including Licensing, Housing, Trading Standards and Food/Health and Safety functions environmental protection pollution Streetpride Waste Services Customer services Legal Services

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
Knowledge and understanding of Environmental Health, with particular emphasis on Environmental Crime, Anti-social Behaviour, Highways and Noise legislation.	
Knowledge and understanding of up-to-date developments in Environmental Health, with particular emphasis on Environmental Crime, Anti-social Behaviour, Highways and Noise practices and procedures within local authority settings.	
Understanding of the principles of customer care and quality.	
Computer software applications, including Microsoft Office and e-mail.	
Skills and Abilities	
Ability to communicate effectively at all levels both orally and in writing with people from a range of backgrounds-social, ethnic. etc.	
Influencing, persuading, and negotiating skills and the ability to deal effectively with conflict and aggression	
Able to effectively manage a demanding workload and deal with conflicting priorities	
Customer care skills.	
Use of the Microsoft Office software suite to produce word-processed documentation including letters and reports to a high standard.	
Investigative and research skills.	
Able to interpret and implement legislation and produce detailed schedules of work.	
Able to devise, implement and evaluate successful projects.	
Able to work effectively as part of a team and with minimum supervision.	
Able to prepare and deliver presentations to a range of audiences.	

Experience
Proven experience of enforcing legislation at different levels ranging from informal resolution to prosecution.
Partnership or inter agency working to achieve joint outcomes
Evidence of achieving performance and targets
Qualifications
No formal qualifications are required however a good standard of numeracy and literacy is essential.
Special Requirements
Able to work on an 'on-call' rota, shift patterns including some night / weekend day working and bank holidays as required.
The post holder will be required to stand and walk for long periods and to verbally interview offenders and to examine evidence.
Hold a full driving licence and the ability to travel around a wide area of the city to complete district work.

Date Created	January 2026	Date Reviewed	June 2026
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