

Job Description and Person Specification

Neighbourhood Support Officer

Job Details	
Grade	5
Service	Safer Housing and Communities
Location	One Friargate
Job Evaluation Code	TBC
Coventry City Council 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: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.	
Job Purpose	
Under the general direction of the Neighbourhood Enforcement Team Leaders, to be responsible for the execution and monitoring of projects and initiatives to support the delivery of a customer focused neighbourhood enforcement service. To raise awareness and provide advice on waste issues, improve participation in recycling services and improve the performance and management of waste and associated environmental crime. To undertake a caseload of work across the full range of functions delivered by the Neighbourhood Enforcement Team, working in partnership with communities and other agencies and to implement and enforce legislation within the Neighbourhood Enforcement Team's remit and contribute to improving waste management.	

Main Duties & Key Accountabilities
To have a comprehensive working knowledge and understanding of waste collection services operated by the Council, processing of material collected, governing waste management legislation and policies.
To be responsible for the planning, implementation, delivery and monitoring of waste education campaigns and communications to overcome barriers to participation and improve overall service performance.
To develop and maintain effective partnerships with both internal and external stakeholders so as to take full advantage of joint working opportunities. To liaise with businesses, housing and community groups, universities, and landlords.
Identify appropriate courses of action following response to service requests/cases, ensuring that all relevant legislation is considered.
Fully contribute to the service objectives of Regulatory Services through team working and support of all projects and service improvement initiatives.
Foster and develop partnership working with national, local public, private and third sector organisations in order to more effectively deliver environmental services.
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, drainage, anti-social behaviour and houses in multiple occupation (HMOs).
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.
Interview alleged offenders and witnesses under PACE as required.
Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Businesses Landlords Agents Tenants Residents	Internal:	Councillors MP's Senior Managers Other service areas

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. Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Knowledge and understanding of Environmental Crime Legislation
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing an environmental crime function.
Knowledge	Knowledge and understanding of regional and national developments in Environmental Crime practices and procedures.
Knowledge	Knowledge and understanding of national priorities and influencing factors for Environmental Crime.

Knowledge	Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence.
Skills And Ability	Able to prepare and present documentation and communicate complex issues clearly and effectively at all levels both orally and in writing with people from a range of backgrounds
Skills And Ability	Ability to successfully work in partnership with other agencies, voluntary and community groups.
Skills And Ability	Investigatory skills and the ability to audit premises, processes and systems
Skills And Ability	Customer care skills accompanied by well developed influencing, persuading and negotiating skills. The ability to effectively deal with conflict and aggression.
Skills And Ability	Performance monitoring, review and appraise other to achieve desired goals.
Skills And Ability	Ability to plan, prioritise and organise workload to meet specific targets and deadlines
Skills And Ability	Be proficient in the use of IT packages
Skills And Ability	Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.
Experience	Experience of working in a relevant environmental crime environment.
Experience	Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
Experience	Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
Experience	Experience of working in a customer focussed environment with a range of diverse partners and organisations to achieve agreed goals.
Qualification	Appropriate waste or management qualification or equivalent substantial experience
Qualification	Experience in a similar service area or role

Special Requirements	• May be required to work outside office hours • May be required to travel in the course of duties • To undertake any necessary formal training • <u>must</u> have a valid full manual UK driving licence.
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Declaration			
Reviewed/Created By:	Adrian Chowns		
Job Title:	Head – Safer Housing and Communities	Date:	October 2025