



Coventry City Council

Job Description

Job Title:	Neighbourhood Enforcement Officer	Job Number:	
Service:	Streetscene & Regulatory Services	Post Number:	
Location:	Citywide	Grade:	4

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.

Job Purpose:

Under the general direction of the Street Enforcement Management team, to provide a visible presence on streets and estates, with the desired aim of:

Improving liveability, deterring crime and tackling anti-social behaviour by working in conjunction with partners

Creating a greater feeling of security and confidence among residents and to assist in maintaining a clean and safer community.

Taking appropriate enforcement action, which will include the issuing of fixed penalty notices.

Main Duties and Responsibilities:

1. To act as a visible uniformed enforcement presence in neighbourhoods and provide "on street" advice to the public, signposting them to other Council services where appropriate and to make them aware of the problems arising from non-compliance with environmental services legislation.
2. Challenge behaviour that is unacceptable in the neighbourhood, e.g. PSPO, ASB, dog fouling, littering and graffiti and, where informal approaches have been disregarded, utilise appropriate legislative tools, including the issuing of fixed penalty notices as well as other statutory notices for environmental offences and breaches.
3. To inspect and assist in the effective removal of vehicles deemed to be "abandoned", as set out in the City Council's "Abandoned Vehicle" policy and procedure.
4. To liaise effectively and collaboratively with other officers across the Council and in other statutory agencies i.e. the Police in tackling crime, environmental Issues and anti-social behaviour.
5. Identify and, where appropriate, report crime, environmental Issues, housing and anti-social behaviour issues, monitor until completion and, where necessary, keep the complainant informed of progress.
6. Record and issue fixed penalty notices, breaches, ABV's and environmental issues using manual or

computerised systems, accurately and efficiently.

7. Maintain a pocket log and record evidence relating to enforcement related activity, make written reports, statements and participate in prosecutions as required.
8. Develop a proficiency in the use of mobile working technology that will assist in the observation, recording and reporting of environmental services issues.
9. Undertake administrative and clerical duties as required, preparing reports and evidence for legal proceedings and attend Court to give evidence as required in respect of the enforcement legislation associated with the role.
10. When safe and appropriate, take direct practical steps to remove hazards or make things clean and safe, i.e. hypodermic syringes.
11. Provide effective links with local residents, police and other appropriate agencies to reduce crime and anti-social behaviour in the area.
12. Act as a point of information/advice to residents and members of the public on a wide variety of topics, such as ASB, including crime prevention and environmental issues.
13. Participate in Street enforcement initiatives, by support the delivery of local crime and drug strategies within local communities as well as participate in publicity and education campaigns about environmental services.
14. Ensure that all Council vehicles are operated in accordance with the defined Code of Practice for Drivers.
15. Ensure that all work undertaken complies with the relevant Code of Practice and is in accordance with Council and statutory requirements, and play a responsible role in relation to health and safety, welfare and discipline within Environmental Services.
16. Undertake the specific operational duties associated with the team including:
 - Undertaking investigations of complaints ensuring that all relevant legislation is being complied with.
 - 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 when required.
 - Undertake training of students and other officers as required
 - Representing the service area at public meetings, forums etc
 - Giving talks and lectures on the services provided.
17. Be flexible to meet the needs of Environmental Services, including working outside normal office hours and locations, as required, and in any of the designated neighbourhoods, particularly to ensure adequate provision for cover during sickness, holidays, etc.
18. 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.

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 Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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 and in particular is 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 immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Diversity and Inclusion Policy.

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

Responsible to: Street Enforcement Manager

Date Reviewed: March 2018

Updated: January 2022



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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • An outline knowledge and understanding of environmental services enforcement, with particular reference to environmental crime and its legislation. • An outline knowledge of council services and those provided by partner agencies which relate to the environmental services environment. • An understanding of the concepts of customer care and quality services.
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Skills and Abilities:	<ul style="list-style-type: none"> • Excellent interpersonal skills, able to relate and deal with issues from local residents and staff from partner organisations in an assertive, polite and tactful manner. • Oral and written communication skills to enable effective liaison with residents, colleagues and outside agencies, including the use of telephone, radio and other communication devices, and making accurate notes of incidents and activities undertaken during the day. • Able to prioritise and organise workload, work under pressure and manage conflicting priorities with minimum supervision on own initiative. • Drive work vehicles on a daily basis
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	<ul style="list-style-type: none"> • Able to deal with aggression without confrontation, to remain calm and cope with the stress of such situations. • Able to understand and respond to oral and written instructions. • Able to work as part of a team. • Able to assess individual situations, find appropriate solutions and respond accordingly. • Able to work within the bounds of confidentiality. • Able to work in partnership with other organisations in order to improve the environment and community safety. • Keyboard skills and use of Microsoft Office software packages
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Experience:	<ul style="list-style-type: none"> • Working with the general public, preferably in an enforcement role. • Working with other organisations and service providers.
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Educational:	• Reasonable standard of education. Be able to write statements and reports of incidents that may be used to support a prosecution.
	• Committed to on-going personal development.
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Special Requirements:	• Required to work shift patterns including Saturdays and Sundays
	• Able to walk an average of eleven miles per day.
	• Required to wear a uniform whilst on duty
	• Full UK driving licence

Date Reviewed: August 2019

Updated: January 2022