

Job Description and Person Specification

Role: Environmental Case Officer



Job Description

Job Title	Environmental Case Officer
Grade	5
Service	Regulatory services
Reports to	Principal Environmental Health Officer
Location	One Friargate
Job Evaluation Code	C6166D



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

Under the general direction of the Property Licensing and Housing Enforcement Manager or the Principal Environmental Health Officer:

- Provide a proactive and reactive service to prevent and reduce waste mismanagement in houses of multiple occupation (HMOs), including inspecting properties, issuing notices and directions, taking enforcement action, and prosecuting offenders where necessary.
- Work collaboratively with other teams and agencies, such as waste management, housing enforcement, planning, fire service, and police, to address the environmental and social impacts of waste mismanagement in HMOs, such as fly-tipping, vermin infestation, nuisance, and anti-social behaviour.
- Promote good practice and awareness among landlords and tenants of HMOs regarding their waste management responsibilities, including providing advice, guidance, and education on waste reduction, reuse, and recycling.

Main Duties & Key Accountabilities

Core knowledge

- Knowledge and understanding of waste management laws and regulations relevant to houses in multiple occupation (HMOs), including but not limited to;
 - The Environmental Protection Act 1990
 - The Housing Act 2004
 - The Management of Houses in Multiple Occupation (England) Regulations 2006
 - Anti-social Behaviour, Crime and Policing Act 2014
- Interpret and communicate the waste management laws and regulations to landlords and tenants of HMOs in a clear and accurate manner, using appropriate methods and channels.
- Keep up to date with legislation changes, update the division on technical knowledge, trends and give talks and lectures on aspects of the service as required.

- Be proficient in the use of IT systems to ensure appropriate records and files are maintained.

Core duties

- Undertake the inspection of premises and investigation of complaints, including joint inspections with other agencies to ensure compliance with legislation as required ensuring all relevant legislation is being complied with.
- Provide first line contact, offer appropriate assistance, advice, and support for members of the public, businesses, outside agencies, elected members, and senior managers on operational service issues.
- Prepare statements of evidence and correspondence to be submitted to Legal Services, and attend court as required to give evidence and report back on the outcome.
- Interview alleged offenders and witnesses under PACE as required.
- Take appropriate action under the relevant statutory provisions to ensure that service objectives are met, by way of service of enforcement notices and financial penalty notices.
- 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.
- To wear a uniform and body worn camera at all times.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
<p>Residents & community associations Landlords' associations Coventry University University of Warwick HM Courts and Tribunals Service Ministry of Housing, Communities & Local Government Coventry Probation Office Home Office</p>	<p>Planning & Building Control Legal Services Waste Management & Street Enforcement Community Safety Finance & Council tax Elected members</p>

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: Zero

Person specification

Job Evaluation Code	C6166D
Knowledge	
<ul style="list-style-type: none"> • Knowledge and understanding of legislation in relation of waste management at HMOs and any associated regulations and policy relevant to the service areas including enforcement and national trends and issues 	
<ul style="list-style-type: none"> • Knowledge of customer care and the principles of equal opportunities 	
<ul style="list-style-type: none"> • Knowledge and understanding of investigative techniques and the law of evidence including legal and court procedures 	
<ul style="list-style-type: none"> • Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of effective evidence. 	
Skills and Abilities	
<ul style="list-style-type: none"> • Able to receive and record information accurately and write reports, including prosecution reports in a way that is concise and easily understood, following complaints, investigations, or projects 	
<ul style="list-style-type: none"> • Good listening skills and to be able to provide information and advice to businesses and consumers, clearly and sensitively, both verbally and in writing 	
<ul style="list-style-type: none"> • Investigatory skills 	
<ul style="list-style-type: none"> • Influencing, persuading and negotiation skills 	
<ul style="list-style-type: none"> • Organisational skills to enable workload prioritisation and meeting deadlines whilst working under pressure 	
<ul style="list-style-type: none"> • Able to monitor activities, visit premises, inspect, examine 	
<ul style="list-style-type: none"> • Be proficient in the use of IT packages 	
<ul style="list-style-type: none"> • Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative 	
<ul style="list-style-type: none"> • Have a positive attitude towards the delivery of quality services and contribute to the development of services 	
<ul style="list-style-type: none"> • Ability to deal confidently with a wide range of people and establishing sound working relationships with businesses, the public, internal and external stakeholders, Elected Members, senior managers, and colleagues 	
Experience	
<ul style="list-style-type: none"> • Experience of working in an environmental health, housing or other law enforcement role would be advantageous 	

<ul style="list-style-type: none"> • Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act would be advantageous
<ul style="list-style-type: none"> • Experience of using computer databases, and Microsoft packages such as PowerPoint, excel, word and outlook
<p>Qualifications</p>
<ul style="list-style-type: none"> • GCSE (or equivalent) English, mathematics, and a science subject at grade C (or equivalent) or higher
<ul style="list-style-type: none"> • Educated to degree level would be advantageous
<p>Special Requirements</p>
<ul style="list-style-type: none"> • The post holder will be required to stand and walk for long periods outside in uncomfortable weather conditions • To verbally interview offenders and to examine evidence • A UK driving licence would be advantageous

Date Created	May 2024	Date Reviewed	
---------------------	----------	----------------------	--

