

Job Description and Person Specification



Job Description

Job Title	Neighbourhood Enforcement Officer
Grade	4 [with 10% shift allowance]
Service	Environmental Services -Streetscene and Regulatory Services
Reports to	Street Enforcement Manager
Location	Council House
Job Evaluation Code	



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

- The NEO team 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.
- Challenge behaviour that is unacceptable in the neighbourhood, e.g. Environmental Issues such as fly-tipping, 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.
- 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.

Main Duties & Key Accountabilities

Core Knowledge

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.

Key relationships

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

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

Job Evaluation Code	C6166D
Knowledge	
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.	
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 to a high standard.	
Investigative and research skills.	
Drive a manual work vehicles on a daily basis	
Able to work effectively as part of a team and with minimum supervision	
Able to work within the bounds of confidentiality	
Experience	
Working with the general public, preferably in an enforcement role.	
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.
Committed to on-going development
Special Requirements
Able to work shift patterns including Saturdays and Sundays
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 manual driving licence and the ability to travel around a wide area of the city to complete district work.
Required to wear a uniform whilst on duty

Date Created	March 2023	Date Reviewed	
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