

Civil Enforcement Officer Job Description

Technical Job Family Level 4

Role purpose:

The Civil Enforcement Officer will be required to carry out a range of enforcement activities, including environmental, anti-social behaviour, highway and parking enforcement. He/she will be expected to have an understanding of legal process, the ability to adopt a graduated approach (informal and formal approach) to enforcement, excellent inter-personal skills and be able to work with a range of statutory and community partners to resolve issues for our communities.

It is expected that the post holder will be a part of the broader 'police family' and is an 'Accredited Officer' under the provisions of the Police Reform Act 2002. (relevant training will be provided). This will enable to the post holder to resolve a wide range of community issues and work in partnership with Avon and Somerset Police, Neighbourhood Teams.

The procedures the post holder will be implementing will be prescribed and he/she will be resolving complex activities working within existing procedures and routines.

The post holder will work a shift pattern (covering the 7 days/week) and it is expected that he/she will resolve issues with limited supervision.

Civil Enforcement Officers will have a broad knowledge and understanding of enforcement procedures. The post holder will be required to resolve routine technical and process problems and queries, escalating the more complex to others, for example where court proceedings need to be pursued.

Within the Civil Enforcement Officer role they will be patrolling and enforcing both off and on street parking areas

Typical activities

1. To contribute to the planning and delivery of a range of activities and services to achieve particular defined outcomes within the service area. Typical activities for this post will include:

- To feedback information on littering/dog fouling etc on hot spot localities to help inform NSC and multi-agency activity (working with the police, communities etc)

2. Undertake inspections under the guidance of senior colleagues and/or within statutory frameworks. Typical activities will include:

- Working a shift pattern (rotating each week over a 7 day period)
- Working within defined localities and in environmental/ASB etc hot spots to address community issues (across North Somerset)

Knowledge, skills & experience

NVQ level 2 in literacy and numeracy and the ability to write clear and concise statements

NVQ level 2 or 3 units of qualification or equivalent practical work experience to achieve the qualification in technical skills relating to the service area. Previous work experience in a customer service, regulatory and /or legal environment is essential.

Practical work experience with partners and communities.

Awareness and general understanding of the service area technical protocols, regulations and relevant legislation

<ul style="list-style-type: none"> • Proactively patrolling a locality and identifying civil offences and parking offences • Collating evidence of suspected cases of infringements of PSPO's to pass to the FPN team for processing/decision making • To provide high visibility presence within communities <p>3. Assist in technical investigations and prepare reports / written findings for further action by others including enforcement. Typical activities include:</p> <ul style="list-style-type: none"> • To collect evidence in accordance with council/legal processes and procedures • To prepare statements for use in formal procedures, in cases of non-payment of fines • To provide witness statements (when appropriate) for other council and police teams, e.g. Environmental Health, Trading Standards (i.e. when collected as part of primary duties or multi-agency work) • To appear as a witness on behalf of the council in court/formal proceedings as required • To collect and present evidence when undertaking 'Accredited' duties as part of the broader police family • To enforce any other provisions for which the post holder is either authorised by the Council or Chief Constable <p>4. Assist in community based multi-agency operations/projects:</p> <ul style="list-style-type: none"> • The post holder will be expected to participate in multi-agency 'days of action' where a more coordinated approach is required to achieve a range of outcomes for our communities • He/she will be expected to gather intelligence and feed in to/receive direction, e.g. arising from the multi-agency weekly ASB tasking meetings <p>5. Liaising with communities and partners. Civil enforcement can be challenging at times. The post holder will have excellent communication skills and be able to secure compliance as part of a graduated approach to enforcement.</p> <p>6. Communicate with colleagues, contractors and other partner agencies through verbal reports and keeping records of site visits and technical activities completed in accordance with procedures and guidelines.</p>	<p>Ability to work with partners, contractors and engage with the general public. This includes the ability to manage conflict and situations that may escalate.</p> <p>Experience of working in isolation and as part of broader partnership teams.</p> <p>Understanding of professional boundaries</p> <p>Understanding of the importance of data protection/security and investigative practices and procedures.</p> <p>Commitment to undertake continued professional development and training.</p> <p>Able to commit to working weekends and evenings, as part of a shift pattern.</p> <p>Satisfactory standard DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p>
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Performance measures	Competencies
<p>Quantifiable objectives:</p> <ul style="list-style-type: none"> • Assessment of safe work environment • Secure compliance, through a graduated approach to civil enforcement. • quality of records and evidence • Achievement of 'Accreditation' within 6 month of appointment, under the provisions of the Police Reform Act 2002. • Feedback from colleagues, partners and the general public <p>Key Performance Indicators:</p> <ul style="list-style-type: none"> • Line manager assessment – through 1-1s and NSCs appraisal process • Number of fixed penalty notices served – over designated assessment period 	<p><u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team and partnership consensus. You will be expected to communicate the council's approach to dealing with persistent offenders. The council will have a high profile communications campaign that supports this work and communities will be aware of the need for us to take enforcement action.</p> <p><u>Outcome focused</u> ~ delivers specific pieces of work to agreed specifications.</p> <p><u>Problem Solving & judgment</u> ~ confident in making decisions within guidelines</p> <p><u>Planning & Organising</u> ~ prioritises what is important in line with team & service goals</p> <p><u>Business Awareness</u> ~ understands the role of others in relation to the impact of own role and recognises how decisions made in other areas can impact on theirs.</p>

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.