

## **Neighbourhood Street Scene**

# **Senior Redbridge Enforcement Officer Job Description and Person Specification**

## Job Description

<b>Job Title:</b>	Senior Redbridge Enforcement Officer
<b>Department:</b>	Civic Pride
<b>Function:</b>	Neighbourhood Street Scene
<b>Team:</b>	Community Protection Team
<b>Grade:</b>	LBR11
<b>Hours/Weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks  The post holder will be required to work outside normal office hours including, evenings, weekends and public holidays to meet service requirements.
<b>Reports to:</b> <i>Job title</i>	Community Protection Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	The postholder will allocate tasks daily to the Redbridge Enforcement Officers and will be responsible for carrying out 1:1 meetings and return to work interviews with allocated Redbridge Enforcement Officers.
<b>Role Purpose and Role Dimensions:</b> <i>Overview of the job</i>	<ul style="list-style-type: none"> <li>• The Senior Redbridge Enforcement Officers will contribute to the Council's legal responsibility to reduce crime and disorder. The Crime and Disorder Act 1997 places a statutory duty on Redbridge Council to work in partnership with agencies, including the police to prevent crime and disorder in the Borough.</li> <li>• The primary role is to direct and undertake tasked and proactive patrol duties, carrying out focused and high levels of enforcement and investigation activities across the Borough, addressing issues of crime and disorder, anti-social behaviour, nuisance and environmental issues.</li> <li>• The Senior Redbridge Enforcement Officers will maximise patrol visibility to achieve the outcomes as detailed within the relevant service plan and priorities, personal performance plan, tasking or instruction.</li> <li>• To respond as directed to Members' Enquiries, service requests and demands &amp; complaints.</li> <li>• To work as required or directed with the police, fire and other statutory partners, Council services, external partners and other enforcement agencies to prevent, tackle or resolve crime and disorder, anti-social behaviour, nuisance and environmental issues.</li> <li>• To deputise for the Community Protection Manager.</li> <li>• To provide specialist technical or operational advice to the Redbridge Enforcement Officers and to provide training or mentoring to team members.</li> </ul>
<b>Key External Contacts:</b>	Vision Redbridge Culture and Leisure Metropolitan Police Safer Neighbourhood and Borough Police Teams Registered Social Landlords Business Partnerships DVLA Redbridge Residents and Businesses

<b>Key Internal Contacts:</b>	<p>Elected Members  Environmental Health  Adult Social Services  Licensing  Legal Services  Community Protection  Community Safety  Planning  Highways, Cleansing and Parking  Children's Services  Council Tax  Electoral Register  Business Rates</p>
<b>Financial Dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i>	Responsible for the allocated equipment including: Digital Recording Equipment including Body Worn Cameras, Council vehicles, re-locatable surveillance equipment, mobile devices, mobile telephones and radios with GPS.
<b>Key Areas for Decision Making</b>	<ul style="list-style-type: none"> <li>• The dispatching and tasking of Redbridge Enforcement Officers in response to reported incidents and enquiries as the duty controller.</li> <li>• While on out of hours duty decisions regarding enforcement action, including serving notices and issuing Fixed Penalty Notices, are taken without reference to senior management.</li> <li>• Providing immediate technical and operational advice to Redbridge Enforcement Officers.</li> </ul>
<b>Other Considerations:</b> <i>E.g. working patterns</i>	<p>The post holder will be required to work outside normal office hours including, evenings, weekends and public holidays to meet service requirements.</p> <p>The post holder will work within the community across the Borough.</p>

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>To enforce legislation in respect of Street Scene, Anti-Social Behaviour and Crime &amp; Disorder</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Undertaking operational duties exercising the use of a range of criminal enforcement powers, also using Community Safety Accreditation Scheme (CSAS) and Council enforcement powers.</li> <li>• Undertaking operational duties ensuring delivery of required enforcement activities to secure the provision of an efficient and effective service, achieving consistently high levels of enforcement of relevant legislation as necessary.</li> <li>• Maintaining high standards of service delivery to residents, businesses, visitors and partners, delivering timely and professional, responses, updates and communications.</li> <li>• Maintaining up to date knowledge of legislation crime and disorder, anti-social behaviour, nuisance and environmental issues relevant to the role. Ensuring appropriate use of enforcement and problem-solving approaches as directed.</li> <li>• Preparing &amp; serving warning letters, formal notices and Fixed Penalty Notices in accordance with Council policies and procedures.</li> <li>• Interviewing witnesses and obtaining evidence for use in Court or other legal hearings, the taking and making of witness statements as required.</li> <li>• Preparing civil and criminal legal case files for legal proceedings in accordance with the Criminal Procedures &amp; Investigations Act 1996 and other appropriate legislation.</li> <li>• Giving evidence in Court or other legal hearings on behalf of the Council.</li> </ul>

<b>To provide a visible enforcement presence across the Borough</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Wearing the allocated uniform.</li> <li>• Being tasked daily to patrol areas of the Borough either individually or as part of a team.</li> <li>• Organising own workload, time and performance effectively in order to meet service requirements.</li> <li>• Working with residents and businesses; supporting &amp; providing assurance to them.</li> <li>• Attending public meetings and events.</li> </ul>
<b>To contribute towards the gathering of intelligence in order to better target resources</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Actively seeking out information regarding anti-social behaviour or crime and disorder in accordance with legislation and guidance.</li> <li>• Keeping accurate timely records of actions and activities in the prescribed manner.</li> <li>• Ensuring that file records, case files and computerised data recording systems are entered and maintained to a high standard and kept in accordance with service instructions/requirements.</li> </ul>
<b>To work with Partners and other organisations</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Attending daily and weekly tasking meetings and tasking the Redbridge Enforcement Officers as required.</li> <li>• Attend the Joint Action Group, and other appropriate meetings/groups, to contribute to the reduction of anti-social behaviour and environmental crime.</li> <li>• Working as required or directed with the police, fire and other statutory partners, council services, external partners and other enforcement agencies, to ensure the provision of effective multi-agency action when dealing crime and disorder, anti-social behaviour, nuisance and environmental issues.</li> <li>• Actively participating in Redbridge Action Days.</li> <li>• If required undertaking emergency planning duties relevant to the post in response incidents across the Borough.</li> </ul>
<b>To maintain and use allocated equipment</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Wearing personal protective clothing and equipment as required including Body Worn Cameras.</li> <li>• Installing, monitoring &amp; reviewing monitoring equipment including Body Worn Cameras and noise recorders.</li> <li>• Regularly checking all allocated equipment, uniform and protective clothing and reporting defects.</li> <li>• Carrying out routine maintenance of allocated equipment, uniform and protective clothing including cleaning.</li> </ul>
<b>To lead and direct other staff</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Effectively dispatching and tasking Redbridge Enforcement Officers in response to reported incidents and enquiries and providing technical and operational support to them.</li> <li>• Being an effective operational leader and providing a high-quality example for other staff.</li> </ul>

#### **General Accountabilities and Responsibilities**

<b>Green Statement</b>	<ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the Borough, in accordance with the services commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
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<b>Data Protection/ Confidentiality</b>	<ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the services databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining records and archive systems in accordance with procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistle blowing</b>	<ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require an Enhanced DBS check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>▪ Complying with the service commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote service policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management. In particular, the Senior Redbridge Enforcement Officers will be required to wear a stab vest, Body Worn Cameras and to carry a GPS enabled telephone or radio.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the on-going development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence.</li> </ul>

## Person Specification

<b>Job Title:</b>	Senior Redbridge Enforcement Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		<b>A – I – T</b>	<b>Weighting</b>
<b>Minimum education/ qualifications:</b>	Educated to GCSE standard including passing English and Maths	A-I	3
	Diploma in Acoustics or equivalent ASB experience	A-I	2
<b>Experience:</b>	Recent experience working in an investigation, enforcement or similar environment.	A-I	3
	Wide & varied experience of dealing with the public in a multi-racial, diverse urban environment.	A-I	3
	Experience of working effectively with a range of teams or agencies to address crime and disorder, civil enforcement or environmental crime offences.	A-I	3
<b>Minimum Competencies:</b>			
<b>Customer focus</b>	Is constantly mindful of equality and diversity issues in providing services, and seeks to avoid unwitting discrimination	A-I	3
	Provides services which meet customer needs and expectations, and which conform to the highest professional standards, within a framework of accountability to stakeholders	A-I	3
	Promotes and gives a positive image of both the Council and own Service.	A-I	3
<b>Analysis and Judgement</b>	Seeks out relevant information for problem solving and decision-making, consulting with others as necessary.	A-I-T	3
	Draws sound inferences from information available, makes use of logic and creates/contributes to imaginative solutions.	A-I-T	3
	Makes rational, realistic and sound decisions based on consideration of all the facts and alternatives available.	A-I	3
	Uses own initiative to ensure potentially confrontational situations are resolved successfully in a confident and understanding manner.	A-I	3
<b>Communicating and influencing others</b>	Produces a range of written communications which are clear, fluent, concise and jargon-free, and are readily understood by the recipient. Writes on complex issues and produces reports.	A-I-T	3
	Establishes and maintains constructive and open relationships with a wide range of people, achieving positive shared outcomes and sharing feedback.	A-I	3
	Able to communicate in one-to-one situations and large groups in a manner which is clear, fluent and concise and holds peoples' attention. Checks understanding and chooses appropriate style. Encourages feedback and confidently deals with questions.	I	3

<b>Building relationships, working together and in partnership</b>	Embraces the Redbridge's stated intention to work in partnership with other providers in order to deliver the most efficient and flexible services to customers, maintaining and developing joint-working as appropriate.	A-I	3
<b>Using Resources</b>	Works constantly within the principle of 'Value for Money', actively seeking to work more efficiently and thereby to release money for other uses, without compromising essential standards of risk management, health and safety at work etc.	A	3
	Understands and conforms to the legislative, ethical and procedural requirements in relation to data collection and storage in own and staffs' work.	A-I	2
<b>Managing Processes and Measuring Results</b>	Understands what makes a process sound and robust, and how to critically analyse existing processes.	A-I	2
	Creates sound and efficient processes for the work of self and staff, incorporating full risk assessments and building in performance measures against which results can be measured.	A-I	2
	Regularly measures outcomes in terms of relevant performance indicators, and reviews the robustness of the processes which are being used to deliver the service, making modifications as necessary.	A-I	2
<b>Managing and Developing People</b>	Delegates work as appropriate, finding the right balance between 'letting go' and providing the necessary level of support.	A-I	3
	Enthuses others, promoting a clear sense of purpose and a positive attitude to work in individuals and teams.	A-I	3
	Communicates in an open and honest way, encouraging two-way constructive feedback covering both positive and more difficult issues.	A-I	3
<b>Professional and technical</b>	Considers own career development options periodically in conjunction with the supervisor/line manager; makes informed choices about possibilities and development needed.	A	2
	Keeps abreast of what colleagues in similar roles in other organisations are doing, networking and adopting ideas as appropriate.	A-I	3

<b>Other job requirements</b>	Having a current and valid Community Safety Accreditation Scheme Certificate is a condition of continued employment in this role.	A-I	3
	Willing and able to drive a provided vehicle, including possession of a full current UK manual driving licence and a Redbridge driving licence (reasonable adjustments will be considered for disabled candidates).	A-I	3
		A-I	3
	Required to work outside in all weather conditions and lone patrols will be required.	A-I	3
	To wear supplied uniform as required and conform to any instruction or dress code.	A-I	3
	To be flexible over working hours and shifts in order to ensure that the team is always sufficiently staffed and that high-quality service delivery is maintained.	A-I	3
	To carry out appropriate duties as directed at any office or location in the Borough, to ensure that service delivery within the service is maintained.	A-I	3
	This post has been designated as safety critical, in accordance with the Council's Alcohol, Drugs and substance Misuse Policy. Employees in designated Safety Critical roles are prohibited from consuming alcohol at any time during their normal working hours, including breaks and when on-call.		