

**Civic Pride Neighbourhood**

**Neighbourhood Enforcement Technical  
Support Officer**

**Job Description and Person Specification**

**October 2023**

## Job Description

<b>Job Title:</b>	Neighbourhood Enforcement Technical Support Officer
<b>Department:</b>	Civic Pride -Place
<b>Function:</b>	Neighbourhoods
<b>Team:</b>	Neighbourhood Enforcement
<b>Post Number:</b>	S004995
<b>Grade:</b>	LBR6
<b>Hours/Weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hrs per week Mon – Fri 8am – 4pm
<b>Reports to:</b> <i>Job title</i>	South Neighbourhood Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	None
<b>Role Purpose And Role Dimensions:</b> <i>Overview of the job</i>	<ul style="list-style-type: none"> <li>• Respond to Fixed Penalty Notice representations</li> <li>• Allocate service request from internal systems to on duty enforcement officers</li> <li>• Provide support to the BST regarding enforcement enquires</li> <li>• Conduct DVLA Traces to assist in the investigation of enforcement cases</li> <li>• Support Enforcement Neighbourhood Manager, Seniors and Officers</li> <li>• Provide Neighbourhood performance reports and statistics on request</li> <li>• Monitor / update case statuses on the enforcement system to include FPNs, General Cases &amp; Prosecutions</li> <li>• Conduct land registry searches for Neighbourhood Enforcement Officers</li> <li>• Provide the teams fleet administration &amp; compliance</li> <li>• Processing teams orders (uniform, PPE, Notices, Stickers)</li> <li>• Any other duties reasonable to the role</li> </ul>
<b>Key External Contacts:</b>	Metropolitan Police Safer Neighbourhood and Borough Police Teams Residents Local Businesses Abandoned Vehicle Contractor Private Litter Enforcement Contractor RCS Vision Culture Redbridge Business Partnerships
<b>Key Internal Contacts:</b>	Elected Members Street Cleansing Neighbourhood Engagement Team Neighbourhood Managers CPTF CCTV BST Fleet Services Highways Department Property Licensing Team Case Officers
<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: Laptop.
<b>Key Areas For Decision Making</b>	Response to fixed penalty notice representations DVLA traces

<b>Other Considerations:</b> <i>E.g. working patterns</i>	<ul style="list-style-type: none"> <li>• Standard working times Mon – Fri 8am – 4pm</li> <li>• To attend and participate positively in team and other meetings as required, with a view on concentrating on the delivery of an efficient and effective service.</li> <li>• To provide cover for the work of other team members in their absence as required</li> <li>• To participate positively in the performance Management and personal Development scheme</li> <li>• To participate fully in the Councils employees communication system</li> <li>• To be smart and presentable at all times in compliance with the current dress code</li> <li>• To maintain at all times a courteous, helpful and polite response to members of the public, Council Members, outside agencies and staff from other sections of the Council</li> <li>• To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time</li> </ul>
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<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>Additional requirements</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Good IT skills to access information from databases and update records</li> <li>• Customer service – ability to talk to residents and extract key information needed to prepare responses.</li> <li>• Work under pressure – this service can be busy and postholders will need to be able to work in a busy environment and be able to switch from task to task easily.</li> <li>• Knowledge and understanding of team relevant legislation</li> </ul>

<b>General Accountabilities And Responsibilities</b>	
<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>
<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 reprimand.</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. You will require a DBS Disclosure 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.</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 ongoing 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>	Neighbourhood Enforcement Technical Support 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-T	3
<b>Experience:</b>	Experience of working in a multi-agency/partnership environment with the voluntary, public and private sectors in relation to enforcement.	A-I	3
	Experience of working with customers directly and dealing with service enquires	A-I	3
	Experience of working in a diverse ethnic community and with hard to reach groups.	A-I	3
	Experience of following and working to set procedures and guidelines.	A-I	3
	Recent experience working in an investigation, enforcement or similar environment.	A-I	3
	Experience of preparing cases for court or other formal hearings and giving evidence	A-I	3
	Experience of dealing with the public in a multi-racial, diverse urban environment.	A-I	3
	Experience of working effectively to address crime and disorder, civil enforcement or environmental crime offences	A-I	3
	Experience of providing technical support	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>Skills</b>	• Experience of working with partners and multi-agency working.	A-I	3
	• Case Management and problem solving skills	A-I	3
	• Makes firm and well considered decisions about ideas and courses of action within realistic timescales and makes rational, realistic and sound decisions based on consideration of all the facts and alternatives available	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.	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 people's 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 Authority'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>Adaptability</b>	Adapts to the needs of the situation and/or individual and chooses the most appropriate approach to achieve the best outcome	A	3
	Is willing to meet new challenges, learn new skills and develop their career	A-I	2
<b>Using Resources</b>	Works consistently within the principle of 'Value for Money', 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-I	2
	Understands and conforms to the legislative, ethical and procedural requirements in relation to data collection and storage in own work.	A-I	2
<b>Professional and technical</b>	Continuously development of own career. Considers own career development options regularly in conjunction with the supervisor/line manager; makes informed choices about possibilities and development needed.	A	2

<b>Other job requirements</b>	Be flexible to work from satellite enforcement HUBs located within the Borough	A-I	3
	Willing and able to drive a provided vehicle on occasion, including possession of a full current driving licence and a Redbridge driving licence	A-I	3
	Required to sometimes work outside in all weather conditions and lone patrols will be required.	A-I	3
	May need to wear supplied uniform as required sometimes and conform to any instruction or dress code.	A-I	3
	To be flexible over working hours	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.	A-I	3