

# Job Description and Person Specification



## Job Description

### **Job title**

Environmental Enforcement Officer

### **Department**

Community

### **Grade**

Grade D Salary £24,702 - £27,334 pending pay award

### **Manager**

Parking Manager

### **Job Summary**

The post holder will lead on the Council's litter enforcement function, as well as working in the community to educate community groups on issues relating to littering and litter enforcement. Prevention and education form a key part of the Council's approach to maintaining a clean and litter free district.

The postholder is required to patrol Hart District and issue Fixed Penalty Notices (FPNs) for specified Environmental contraventions which is part of gathering evidence to lead to a prosecution of that contravention.

To promote a cleaner and safer environment through education, promotion, and development of local campaigns.

Working with other teams to tackle littering hot spots, for example, with Rangers working within our country parks.

Support the Parking, Countryside and Community Safety Teams as required.

### **Main responsibilities and activities**

1. Check that all equipment and uniforms used for enforcement patrol work are in serviceable condition before patrol duties, including daily vehicle maintenance checks before use on company business.
2. Patrol Hart District by the enforcement schedule and any specific directives in effect at that time.

3. To note littering, dog fouling or Environmental Health Act offences and issue correctly an FPN by the process and policies.
4. Operate hand-held electronic notice processing equipment (note that this essentially comprises the scrolling of menus for location and contravention code and keypad input of address details). If necessary, make a recording of the contravention on camera and print and issue an FPN to the offender, advising the offender of the process to pay or make a representation.
5. Maintain a notebook of patrol routes, daily conditions, and additional circumstances about FPN issues not otherwise recorded on the electronic equipment.
6. Attend specific events or incidents, as directed by Parking Manager
7. Maintain contact using the environmental enforcement telephones in accordance with operating protocols.
8. At the end of the shift, 'dock' the hand-held FPN equipment and follow the 'log-out' procedure for handing over patrol status reports and FPN issues documents/photographs to be used for remedial works and for enforcement evidence.
9. Compile written reports for court as necessary, and attend CCTV viewings, and court hearings as and when required to verify the evidence of an FPN.
10. Assist the public generally by providing advice on littering matters, to build and maintain a friendly, approachable, and professional presence within the local communities.
11. Undertake 'ad-hoc' duties associated with Environmental Enforcement, or Community Safety. These may include attending evening community meetings providing a contact point to the local community and businesses, whilst promoting Hart District Council as a cleaner and safer environment.
12. To liaise and support the Community service teams with promotional activities to promote good behaviour on countryside sites across the District and at events.
13. Gather evidence as part of best practice to prosecute a contravention in the magistrate's court. Gathering evidence with a BWC, interaction captured on BWC, issuing a Fixed Penalty Notice, the On-Street Notes for the case and giving evidence at Magistrates Court when required to do so.
14. To work outside the district and assist adjacent local councils with local enforcement on an occasional basis.
15. To record vehicle mileage and fuel log sheets and daily vehicle inspection reports.
16. To provide high levels of customer service for our residents, staff, managers, and external partners.
17. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
18. Promote the **HART Values** by:
  - Being **helpful**
  - Being **approachable**
  - Being **responsive**
  - Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

## Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

**This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.**

Job description revised (date) .....  
Hay grade evaluated (date) .....



## Person Specification

### Job title

Environmental Enforcement Officer

### The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications		Knowledge of or training in Police and Criminal Evidence Act (PACE) 1984	CV/Application form and certificate
Experience and knowledge	Committed to providing high quality customer service	Similar experience in dealing with public (at work or social)  Experience of handling money  Local area knowledge	CV/Application form and interview

<p>Skills and abilities</p>	<p>Excellent personal communications skills &amp; manner.</p> <p>Competent report writing and note taking</p> <p>Good problem solving skills</p> <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for.</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome.</p>		<p>CV/Application form and interview</p>
<p>Personal qualities</p>	<p>Able to stay calm, polite and patient when dealing with difficult customers.</p> <p>Articulate and able to explain regulations and procedures.</p> <p>Able to produce accurate results consistently.</p> <p>Team player, flexible.</p> <p>Commitment to professional and personal development.</p> <p>Ability to manage own time.</p> <p>Commitment to delivering the best possible services for residents, and internal</p>	<p>Able to use initiative, within guidelines.</p> <p>Committed and willing to develop self.</p>	<p>Interview</p>

	and external customers.		
Other working requirements	Access to a car for work purposes		CV/Application form and interview

**Signatures:**

Job-holder .....

Manager .....