**BURY METROPOLITAN BOROUGH COUNCIL**

**JOB DESCRIPTION**

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| **Post Title:** | **ENFORCEMENT OFFICER** |
| **Department:****ENVIRONMENT & DEVELOPMENT SERVICES** | **Establishment/Post Number:****DS06-5-10/11** |
| **Division/Section:****ENVIRONMENTAL SERVICES/TRADING STANDARDS** | **Post Grade:****Grade 10** |
| **Location:**Textile Hall, Manchester Road, Bury | **Post Hours:**37 Hours in accordance with the Councils’ flexitime scheme |
| **Purpose and Objectives of Post:****To assist in the carrying out of the Council’s Trading Standards and Environmental Health responsibilities, including advice, education and enforcement. To assist in the development and implementation of functioned work especially service delivery.** |
| **Accountable to:****HEAD OF PUBLIC PROTECTION****UNIT MANAGER – CLEAN NEIGHBOURHOODS** |
| **Immediately Responsible to:****ENVIRONMENTAL HEALTH OFFICER****SENIOR ENFORCEMENT OFFICER** |
| **Immediately Responsible for:****FLYTIPPING INVESTIGATIONS & ENFORCEMENT** |
| **Special Conditions of Service:**Car user allowance payable |
| **Relationships: (Internal & External)** |
| **Internal:** | Director, Assistant Director, Head of Public Protection, Unit Manager – Clean Neighbourhoods, Environmental Health Officers, Senior Enforcement officer, Enforcement Officers and Technical Support officers. Officers of other departments and Members of the Council. |
| **External:** | Staff of other Local Authorities, commercial and industrial concerns, Local Health Authority, Central Government departments and agencies, Keep Britain Tidy Group, Greater Manchester Police, Greater Manchester Fire and Rescue Service, local community groups and members of the public. |
| **Control of Resources:**  |
| **Personnel:** | Directing and advising any member of staff assigned to him/her. |
| **Equipment and Materials:** | Assume responsibility for all equipment and materials issued. |
| **Health & Safety:** | Health, safety and welfare of other members of staff to whom responsibilities have been allocated. |
| **Financial:** | Responsibility and accountability for delegated budget expenditure. |
| **Duties & Responsibilities:**1. To carry out investigation and enforcement activities including:
	1. Visits to premises and/or sites
	2. Surveys/sampling programmes
	3. Investigation of complaints of a criminal or civil nature which will involve:
		1. obtaining witness statements
		2. Gather evidence for prosecution/enforcement purposes.
		3. evidence in accordance with the Police and Criminal Evidence Act
		4. issuing Fixed Penalty Notices/Legal Notices
		5. conducting formal interviews under caution in accordance with the Police and Criminal Evidence Act
		6. attend as a witness and presentation of evidence in a Magistrates, Crown or County Court

 d) Liaison with other agencies in environmental enforcement campaigns, including Waste Management , Highways, Community Safety, GMP, Fire Service, Environment Agency, DEFRA, Keep Britain Tidy group and others.1. Maintain and update computerised information recording systems and carry out other administration duties relevant to the post.
2. Deal with correspondence, telephone enquiries and personal callers to the office.
3. Prepare all correspondence arising from the postholder’s duties.
4. Work independently in the field, occasionally in a hostile and stressful environment.
5. Undertake personal training development in line with service requirements and professional CPD.
6. Carry out other duties including specific responsibility for a specialist area of knowledge at the direction of the manager.
7. Promote the services, aims and image of the Department and Authority in relation to Environmental Crime and the cleaner, safer, greener initiative with all members of the community.
8. To undertake work out of office hours as necessitated by service requirements.
9. To deal with complaints and enquiries relating to environmental health duties from the public, businesses and other organisations involving mediation to resolve disputes by letter, by telephone or in person; providing expertise and knowledge in a range of environmental legislation; focussing on the needs and expectations of the customer.
10. To deliver talks, presentation, displays etc., in accordance with the department’s education role. This will include environmental education in schools, community groups, commercial organisation and in conjunction with the Local Authority’s Lifelong Learning Strategy.
11. To act as Public Relations person within Environmental Services to promote and increase awareness of fly tipping and environmental crime issues.
12. To promote Customer Service Excellence by monitoring ‘Customer Satisfaction’ through questionnaires and surveys to the community, service users and businesses.
13. To take responsibility for monitoring and maintenance of records for premises with a ‘low inspectable risk’.
14. To assist Unit Manager, EHO’s and Senior Enforcement officers in the performance of their duties.
15. After sufficient experience, to act as lead officer for a particular specialism as directed by the Unit Manager.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. |
| Job Description prepared by: | Sign: | Date: |
| Agreed correct by Postholder: | Sign: | Date: |
| Agreed correct by Supervisor/Manager: | Sign: | Date: |

**METROPOLITAN BOROUGH OF BURY**

**DEPARTMENT OF ENVIRONMENT & DEVELOPMENT SERVICES**

**PERSON SPECIFICATION**

**ENFORCEMENT OFFICER**

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| **ASSESSMENT METHOD** | **SHORT-LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Application form | Either BTech in Environmental Health or significant enforcement qualificationand/or demonstrable experience in an enforcement role | ✓ |  |
| Application form | 4 x GCSE’s grade A\*– C including Maths & English | ✓ |  |
| Application form/Interview | Knowledge of current legislation relating to environmental health issues. |  | ✓ |
| Application form/Interview | Experience of PACE interviewing, collecting evidence & court witness appearances.  | ✓ |  |
| Application form/Interview | Ability to communicate effectively verbally and in writing with the public, businesses, other staff and management either face to face, by telephone, through e-mails, reports and letters etc.  | ✓ |  |
| Application Form/Interview |  Experience of working in occasionally confrontational situations, ability to deal with difficult situations sensitively but assertively | ✓ |  |
| Application Form/Interview | Experience of supervising staff or projects |  | ✓ |
| Application Form | Current driving licence and access to a car | ✓ |  |
| Application Form/Interview | Computer skills & experience in the use of a variety of software | ✓ |  |
| Application form/interview | Demonstrable aptitude for the instigation of legal proceedings | ✓ |  |
| Application form/interview | Willing and able to undertake some work outside normal office hours  | ✓ |  |
| Application Form/interview | Experience of promotional work with other agencies |  | ✓ |