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**JOB DESCRIPTION**

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| **Post Title:** Community Response Officer (COVID MARSHALL) | | |
| **Department:** Operations | **Establishment/Post No:** | |
| **Division:** Public Protection | **Post Grade:** Grade 7 plus (Part 3) payments | |
| **Location:** Deployed to locations throughout the Borough of Bury – Administrative Centre Bradley Fold Depot and 3KP when in Bury Town Centre | **Post Hours:** Equivalent to 37 hours per week on a rota in accordance with service requirements | |
| **Special Conditions of Service:**   * Uniform and protective equipment provided and to be worn at all times. * Vehicle Provided ensure adequately maintained * Must have a full Category B driving licence with a maximum of 3 penalty points at the commencement of employment. NB. Other driving restrictions apply as part of the Council’s reducing road risk policy. * Undertake regular DBS checks in accordance with BS7858 * Must have and maintain a valid Security Industry Association (SIA – Door Supervision) licence and desirable to have valid first aid qualification. | | |
| **Purpose and Objectives of Post:**   * To provide a uniformed and responsive mobile/static (covid safe and compliant) security service covering all Local Authority and where appropriate partner agency/client owned land and property. * Whilst undertaking duties above, and in partnership with other agencies, to provide a high profile/visible uniformed patrolling presence within the borough which can provide reassurance for communities in order to deter or disrupt crime and social nuisance relative to covid compliance and enforcement. * To act as “eyes and ears” for the local community and partners which can contribute towards the prevention of crime, the fear of crime and social nuisance (caused by covid non compliance) by identifying problems and gathering intelligence/evidence. * To contribute towards the provision of an attractive *Cleaner, Safer, Greener* environment for people who live, work, shop and visit the Borough. | | |
| **Accountable to:** Head of Service (Head of Public Protection), Operations | | |
| **Immediately Responsible to:** Deputy Licensing Officer | | |
| **Immediately Responsible for:** None | | |
| **Relationships:**  ***Internal:***  Other Operations employees and other employees of the Council | ***External:***  Emergency Services and other public bodies and utilities  Members of the public  Clients, contractors and other partner agencies | |
| **Control of Resources:**  Equipment: Ensure that all communication, computer and other equipment is operating efficiently  Transport: Where applicable ensure that vehicles are checked (oil, water, fuel, etc) and report any defects or damage  Health & Safety: Ensure compliance with health and safety guidelines including covid safety guidelines and instructions as set out in the Council’s and Sections Health and Safety policies and procedures. Reports incidents and hazards. | | |
| **Main Duties/Responsibilities:** Operational Efficiency and Effectiveness  1. To provide a visible, recognisable and responsive uniformed security presence which can help to deter covid safe non compliances and other anti-social behaviour on all council and, where applicable, partner/client owned land and buildings. 2. To actively patrol and monitor identified premises/areas or crime / non compliance hotspots of the Borough on foot or in vehicles in order to check security, provide reassurance and/or a response to specified incidents or threats as directed by supervision and/or the 24/7/365 Control Centre. 3. To discourage covid 19 noncompliance by observing, reporting and where possible resolving incidents or taking action in accordance with service codes of practice guidelines and instructions 4. To maintain a positive working relationship with the Police, and other members of the extended Police family, through participation in joint operations, information sharing, undertaking interviews and if required appearing as a witness. 5. To provide an “on the spot” contribution to local problem solving by identifying and feeding back any potential problems or improvements to overall safety, security and environmental standards. E.g. defective street lights, report adverse conditions. 6. To provide an efficient and effective response to reports of covid 19 breaches and/or other information/intelligence received by Public Protection officers, the 24/7/365 Control Centre 7. To escort and/or provide protection and reassurance for vulnerable staff members of the authority and/or partner agencies in undertaking their duties. 8. To offer assistance and protection to individuals and/or members of the public, using Council land and services, where their personal safety or quality of life is at risk, including covid 19 safe practices within approved guidelines. 9. To provide a visible uniformed presence at organised events/functions or public meetings as directed and when required. 10. To undertake dedicated static duties to protect specific vulnerable premises as directed by a Supervisor. 11. To ensure the satisfactory reporting and safe removal of threats to the public e.g. sharps/drugs paraphernalia etc by cleansing staff. Only in exceptional circumstances and with adequate/suitable equipment should this be undertaken by CSS personnel. 12. To keep an up-to-date record and prepare clear and concise written reports of incidents and activities that may occur in the course of your duties. By completing a log at the end of each shift and sending to Public Protection 13. To assist in the implementation of a range of reduction initiatives, liaising with partner agencies as required. (Covid 19 infection) 14. To receive, discuss and action requests for information and assistance and act as an initial signpost to other services. 15. To transport other staff members and/or members of the public when requested through consultation with supervision or Control Room Coordinators  Enforcement and Fixed Penalty Notices  1. To assist other officers of the Council and other external enforcement agencies, including the Police, in the enforcement of a range of legislation aimed at protecting the residents and environment of the Borough.  Management Information, Resources and Administration  1. To proactively contribute to the gathering of intelligence and the recording, review and monitoring of information and events that will help to detect and reduce crime, disorder and anti-social behavior and identify non covid secure breaches 2. To ensure the maintenance of accurate and up-to-date records both manual and where applicable ICT based.  Quality and Service Development  1. To promote the image and customer care policies of the Service and Council at all times. 2. To liaise closely with other Public Protection Service staff and those of partner agencies to ensure continuity of service delivery and the achievement of performance management targets. 3. To participate in a positive way to the further development of the Public Protection Service by contributing to the creation of procedures and databases for existing and new systems and personal development via training. 4. To be responsible for improving your performance by participating fully in training opportunities and in the Performance Appraisal process with your line/service manager.  Corporate, Service and Statutory Responsibility  1. To proactively contribute to the requirements of Section 17 of the Crime and Disorder Act 1998 and the achievement of identified targets contained within the borough’s Community Safety Partnership strategies and work of the Tactical Partnership Business Group and Area Tasking Teams. 2. To participate as part of the Council’s emergency response team to incidents and operate within Emergency Plan procedures. 3. To attend Court and give evidence as requested on behalf of the Council and/or partner agency relating to all aspects of the post. 4. To give witness statements as required to official bodies e.g. The Police. 5. To be responsible for the proper care and use of any equipment provided to carry out normal duties. 6. To render first aid to self and service colleagues in the interest of health and safety, only when required and in accordance with service codes of practice. 7. To ensure compliance with legislation and Service requirements with regard to confidentiality and security of information or data. 8. To contribute to the maintenance of safe working practices and a clean and safe environment including Covid 19 Safe working practices in accordance with the Authority’s and Sections Health and Safety policies and proposals.   **Safeguarding:**  As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.  **Equality Diversity and Inclusion:**  Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.  **Health and Safety:**  The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.  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. (See paragraph 203 of supplemental Conditions of Service) | | |
| **Job Description prepared by Sign:** | | **Date:** |
| **Agreed by Postholder Sign:** | | **Date:** |
| **Agreed correct by Supervisor/Manager Sign:** | | **Date 02/12/20** |