

## Job Description

<b>Job Title</b>	Environmental Crime Enforcement Officer.
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Licensing & Public Protection
<b>Grade</b>	6
<b>Competency Level</b>	1
<b>Salary</b>	£33,024 - £37,336
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not applicable
<b>Job Evaluation Ref No</b>	

## Job Purpose

To undertake a wide range of environmental enforcement duties across the full range of the Neighbourhoods service provision that include littering, trade waste, dog fouling, obstruction of the highway, breach of PSPO.

### Directly Responsible For:

Not applicable

## Directly Responsible To:

Team Manager, Environmental Crime Enforcement

## Main Areas of Responsibility:

- To undertake a wide range of enforcement duties under the heading of 'environmental crime' and includes trade waste, littering, dog fouling, flyposting, obstruction of the highway, touting, skateboarding, busking etc.
- To undertake highly visible, uniform environment enforcement patrol duties as required by the Divisional Manager, Enforcement.
- To carry out enforcement investigations relating to environmental irregularities in accordance with the Enforcement Code. This will include taking action against breaches of local byelaws, issuing fixed penalty notices, conducting interviews under P.A.C.E. and preparing evidence for prosecution.
- To carry out all-enforcement actions and take appropriate judicial intervention in accordance with the authorities Prosecution and enforcement policy, Code of Conduct for Local Authority Regulators and Code of Conduct for Crown Prosecutors.
- To undertake 'on site' enforcement/inspection duties particularly late evening / early morning including weekends / Bank Holidays in accordance with the enforcement initiatives that are organised in conjunction with other Council officers and outside agencies such as Merseyside Police.
- To keep accurate records of all visits and actions. To maintain a personal notebook as issued by the City Council and ensure that all visits/actions are properly logged on appropriate files and/or reports are provided promptly. This does include the updating of electronic records.
- To work within the boundaries of Liverpool City communicating and consulting with residents, businesses, Ward Members and relevant officers with a view to addressing local issues and concerns either through the team or ensuring that the appropriate agency responsible receives the relevant information.

- To work closely and support other enforcement teams and staff within the City Council who are performing or acting in an enforcement capacity.
- Liaise with all Regulatory Enforcement staff and staff from other Departments and Agencies.
- To utilise the service and use of CCTV to gather evidence for breaches of legislation.
- To work independently and under the supervision of senior staff with the aim of ensuring efficient and effective service delivery in the enforcement of environmental crime.
- To write letters, compile reports and prepare evidence for prosecution and committee hearings.
- Attend Court and Committee hearings and Proceedings when required and give evidence in actions arising from environmental crime or other regulatory enforcement and compliance actions.
- To receive and deal with calls into the office either by person or telephone/email and to keep proper records as appropriate.
- To participate in all aspects of training and development as directed and using all relevant learning opportunities to improve personal skills and competencies so as to improve effectiveness, and efficiency of service delivery. To participate in all internal and external training programmes as directed by the Head of Service to ensure a minimum competency capability in accordance with the National Competency Framework for Local Authority Regulators.
- To provide training to other officers within the service area in order to improve and develop CPD Programme within the service area.
- To act in accordance with the City Council's standing orders and financial regulations and its policies and procedures that relate to your employment.
- To take responsibility for meeting annual personal targets/KPI's whilst ensuring the highest standards of performance and service delivery are provided at all times.

- To carry out any other relevant duties as may from time to time be assigned including those which are in the interest and/or improvement of the service, or in response to the exigencies of the service.
- To commit themselves to out-of-hours work / shift work, for which appropriate overtime / allowances will be available in line with City Council policies.
- To wear and maintain a clean uniform as provided by the City Council.
- To embrace the City Council's commitment to equal opportunities and to follow and promote non-discriminatory practices in all aspects of work undertaken.

### **Supervision and Management Responsibility:**

- No supervisory or line management responsibility.

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

### **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

## **Physical Demands of the Job:**

- This job is a uniform role that will require a regular and frequent amount of patrol work, including foot patrol.
- The job is frontline dealing directly with the public and on occasions dealing with conflict.
- The jobholder may be exposed to disagreeable or unpleasant environments. This may be inclement weather, verbal abuse, disagreeable complainants, disagreeable transgressors and dumped and/or misrepresented waste.
- The jobholder will be required to work outdoors and outside of office hours.

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Requirement as determined by the Divisional Manager/Head of Service to undertake and obtain the relevant statutory or professional qualifications commensurate to the post (A/I)

### Desirable

- Relevant minimum statutory or professional qualifications commensurate to the post
- Trained in criminal investigations including the application of Police and Criminal Evidence Act 1984 (PACE), Criminal Procedure and Investigations Act 1996 (CPIA), Regulation of Investigatory Powers Act 2000 (RIPA) and other legislation governing such investigations
- Trained and experienced in Civil Court / Licensing Committee processes and procedures

## Experience

### Essential

- Experience in Civil and Criminal Law environment and in enforcement/regulatory role (A/I)

## Desirable

- Experience working as part of a multi-disciplined team
- Experience of working in an environment with a strong customer focus

## Skills/Abilities

### Essential

- Ability to absorb complex and technical legislation and theories and ability to communicate in written and oral formats (A/I)
- Basic IT literacy skills (ability to use Microsoft word, outlook, excel) (A/I)
- Ability to observe confidentiality relating to City Council and enforcement matters (A/I)

### Desirable

- Ability to apply legal knowledge to resolve problems
- Ability to communicate and work with people at all levels
- Ability and willingness to lead and undertake investigations and attend Court / Committee proceedings as determined
- Attention to detail
- Ability to work with and harness the output from the team and other partners
- Ability to operate effectively and to a high standard within short timescales and a demanding working environment
- Ability to operate in an impartial and objective manner
- Ability to work in a target-driven environment
- Good inter-personal and customer care skills



## Commitment

### Essential

- Willingness to work out of normal office hours, weekends and bank holidays including attending meetings (A/I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- Willingness to get involved with front-line enforcement work dealing with crime and breaches of legislation at all levels (A/I)
- Must be prepared to work in accordance with the hours required including weekends and Bank Holidays and to work flexibly throughout the neighbourhoods on a rota basis developing working arrangements with other service areas i.e. streetscene, licensing, environmental health to deliver environmental crime enforcement (A/I)
- Willingness to observe the uniform dress code including the use of high visibility and protective clothing (A)

### Desirable

- Full driving licence, prepared to drive service vehicles (including vans)
- Willingness to work as a member of a multi-disciplined team
- Willingness to work with partner agencies