

Job Description



Job Title: Community Safety Enforcement Officer	Service Area: Community Safety Enforcement	
Directorate: Environment & Sustainable Transport	Post Number: Fusion	Evaluation Number: 7224
Grade: PO2	Date last updated: April 2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To make the borough a cleaner and safer place for the public through:

1. Seeking to change business, community or individual behaviour through communication, persuasion, advice, guidance, investigation or enforcement;
2. Persuasion, investigation and enforcement to achieve compliance with statutory requirements, resolution of environmental issues, crime and disorder, security and anti-social behaviour;

3. Working with colleagues and partners to find effective joint solutions and achieve positive outcomes for the public and specifically for victims of crime;
4. Being visible and accountable to the public;
5. Encouraging the involvement of the public, businesses and community groups in looking after their areas so they become self-sustaining;

Job Summary

1. The post-holder reports to the Community Safety Enforcement Manager, with duty supervision from Senior Community Safety Enforcement Officers, and is expected to assist in understanding service requirements, community engagement and problem-solving.
2. To patrol the whole Borough and provide the first point of contact with residents, businesses and other bodies:
 - a. To increase public confidence and reduce fear of crime
 - b. To prevent and deal with crime and anti-social behaviour
 - c. To protect the quality of the local environment
3. To promote a philosophy of putting our residents at the heart of everything we do.
4. To participate in the Council's responses to emergency situations when required to do so.
5. To undertake duties as a dual badged Community Safety Enforcement Officer and Civil Enforcement Officer.
6. To work a 36 hour week on a flexible shift, (day and late), between the hours of 07:00 and midnight, including, weekends and Bank Holidays.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To patrol the Borough on foot or by vehicle in order to prevent crime and disorder, antisocial behaviour, environmental crime issues and to ensure public safety and re-assurance.
2. To work with Police and partner agencies to tackle issues arising, including hotspot patrolling, intelligence sharing and to take part in multi-agency operations.

3. Supporting high visibility reassurance patrols to reduce Violence against Women and Girls, Exploitation, Hate Crime, Violence and Serious Youth Violence.
4. To conduct uniformed high visibility reassurance foot patrols, following serious incidents of violence, violent crime and disorder around the Borough.
5. To proactively identify and respond appropriately to offences such as litter, graffiti, fly-tipping, illegal street trading, contravention of Public Space Protection Orders, trade waste, overhanging vegetation and abandoned vehicles, removal of flyposting and removal of other Highways obstructions, e.g. wheeled bins and traffic cones, etc.
6. To assess actions to be taken on local environmental issues, including highway offences, all waste matters/offences/monitoring, ASB issues, licensing issues and other street based matters using appropriate ASB, environmental and licensing legislation.
7. To act as a day to day point of contact for the CCTV Control Centre, the Metropolitan Police and other relevant services and partners to solve community safety issues.
8. To deal effectively with confrontational situations, either when carrying out duties or when assisting other members of staff, partner agencies or members of the public.
9. To respond to incidents, gather evidence to the standard required for civil or criminal proceedings, and liaise with emergency services as appropriate.
10. To proactively patrol parks, open spaces and housing areas as directed to reduce ASB, enforce by-laws and Public Space Protection Orders, reporting cleanliness and other defects to relevant teams or contractors for rectification and security as required.
11. To issue Fixed Penalty Notices for environmental crime and ASB as appropriate.
12. To ensure commercial premises comply with their duty of care, involving visits to trade premises to check trade waste agreement are in place and to educate/advise on legislation.
13. To support the Community Safety Partnership and the Council in reducing violence in Newham by all appropriate means. This includes (but is not limited to) conducting investigations and gathering evidence for civil and criminal prosecutions, putting in place interventions and making referrals which are compliant with council policy.
14. To deal with travellers in parks and on the Highway, including collating and documenting evidence, attending site visits and conducting welfare assessments.
15. To undertake duties in any ward within the borough and patrol from any designated council base or appropriate work space, adhering to dress code by wearing uniform and personal protective equipment (PPE) provided by the council, whilst also adhering to risk assessments in relation to high visibility clothing.

16. To follow correct care, procedures and policies of equipment issued, such as mobile phone, radio, body worn video cameras, laptops and handheld devices.
17. To attend civil and criminal courts for and on behalf of the Council or police and act as a professional witness.
18. To maintain accurate and detailed file notes and reports, keeping files, computer records and databases updated accordingly.
19. To develop and maintain good relationships with local people, community groups and other stakeholders, finding a constructive resolution to issues identified as a problem.
20. To work as required or directed with the police, fire and other statutory partners, council services, external partners and other enforcement agencies to prevent, tackle or resolve crime and disorder, anti-social behaviour, nuisance and environmental issues.
21. To link with the Council's Housing services, tenancy officers and other housing providers to ensure services are accountable and responsive to community needs.
22. To produce written incident reports and statements to evidential standard and provide feedback on the results of community engagement to the community, including improvements made as a result.
23. To work closely with relevant agencies (such as Police Safer Neighbourhood Teams) and other council teams to share intelligence and information.
24. To help provide regular contributions to Member bulletins and other council media on the work of the team.
25. To provide high quality evidence for use in civil and criminal cases.
26. To accompany Members and residents with ward visits and undertake environmental visual audits and assist in ensuring action points are addressed promptly.
27. To monitor persistent problem-locations, anti-social behaviour and perpetrators and work with other services to develop sustainable solutions in response.
28. To effectively respond to problems, utilising powers under the following legislation:
 - Crime & Disorder Act 1998
 - Environmental Protection Act 1990 (EPA)
 - ASB Crime and Policing Act 2014
 - Highways Act 1980
 - Clean Neighbourhoods and Environment Act 2005(CNEA)
 - Environment Act 1995(EA95)
 - Police and Criminal Evidence Act 1984 (PACE)
 - Criminal Procedure and Investigations Act 1996 (CPIA)
 - The Human Rights Act 1998 (HR)
 - Regulation of Investigatory Powers Act 2000 (RIPA)

- (NB: this list is not exhaustive)

29. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.
30. To undertake and successfully complete initial noise nuisance training, ensure that timely response to all relevant noise nuisance calls in line with service requirements. Evidence of regular and effective individual delivery and supervision of out of hour's noise nuisance response, including correct recording, contributing to case progression and taking of enforcement actions.

KEY PERFORMANCE INDICATORS

- More residents satisfied with the borough as a place to live
- Fewer complaints about street cleanliness
- Acceptable levels of: a) litter b) detritus c) graffiti d) flyposting •
More people feeling safe in the borough.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <ul style="list-style-type: none"> • Knowledge and understanding of framework of legislation, statutory instruments, codes of practice, corporate policies, local systems, audit schemes, policies, guidance and good professional practice relevant to work undertaken. • Detailed understanding of practical issues for maintaining environmental quality and reducing ASB. 	<p>Application Form</p> <p>Application Form / Interview</p>
<ul style="list-style-type: none"> • Working knowledge of court procedures, preparation of civil/ criminal cases, environmental crime, and highways offences. • Awareness of the role of other stakeholders in maintaining a high quality local environment. Understanding of operational working and experience of applying knowledge of the law and associated codes of practice to the investigation and resolution of issues, problems and service request. • Relevant experience in a similar field 	
<p>QUALIFICATIONS</p> <p>Not essential (Good oral and written skills sufficient to enable post holder to undertake duties of the post and be an effective communicator. This will involve report, letter writing skills and responding to complaints)</p>	

<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Be able to undertake ASB & Enviro-crime investigations • Be able to carry out wide ranging enforcement duties • Be able to take witness statements to an evidential standard • Have good writing skills, including being able to write reports, pocket book entries, notice and other formal letters. • Be able to work in a professional manner and inspire confidence in the service within local community. • Be able to communicate with people at different levels within partner agencies, other organisations by telephone or in person • Be able to clearly explain service issues to the public • Be able to work independently and to use initiative • Have excellent organisational skills and ability to prioritise own workload. • Be able to deal effectively with customers in difficult situations • Be able to analyse problems and apply knowledge, skills and techniques to solve problems • Have a competent level of ICT skills (particularly Microsoft Office) • Be able to drive Council vehicles, patrol on foot and/or travel around the Borough using public transport. <p>EXPERIENCE:</p>	<p>Application Form / Interview</p>
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<ul style="list-style-type: none"> • Operational knowledge of some of the processes involved for successful application of: • ASB case investigation options • Community Protection Notices • Public Space Protection Orders • Environmental enforcement options • Issuing Fixed Penalty Notices 	<p>Application Form / Interview</p>
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<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • Is visible and approachable and earns respect. Leads and motivates by example. • Understands the Council's priorities and is able to work to set objectives. • Personal and professional demeanour and credibility to gain confidence of councillors, chief officers, senior managers, staff and external partners and interest groups, including the ability to deal with a range of sensitive issues. • Work to high standards of customer care, delivering high quality and cost effective services to internal and external customers. • Willingness to give constructive upward feedback. 	<p>Application Form / Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • The post-holder is expected to keep up to date on knowledge of new legislation, codes of practice and relevant case law. • There may be occasional need to attend meetings outside of normal hours of working. • The post holder will be expected to work flexible shifts, between the hours of 08:00 and midnight, including, weekends and Bank Holidays. • The post-holder will on occasions be required to visit different sites, so the post-holder must have a valid Full UK Manual driving license. • This post is subject to a standard DBS check. • The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. This post may be considered politically restricted in accordance with the provisions of the above Act. Should this be the case you will be notified and your contract of employment. • This post is exempt from The Rehabilitation of Offenders Act (1974). • The post-holder is expected to understand and comply with the requirements of the Health and Safety at Work Act 1974. 	<p>Application Form / Interview</p> <p>Satisfactory clearance at conditional offer stage, as applicable</p>
<ul style="list-style-type: none"> • The post-holder is required to commit to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application. 	