

Job Description



Job Title: Neighbourhood Enforcement Officer	Service Area: Community Safety Enforcement	
Directorate: Environment & Sustainable Transport	Post Number: Fusion	Evaluation Number: 7888
Grade: PO2	Date last updated: August 2026	

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. Contributing to changing 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 residents and specifically for victims of crime.
4. Being visible and accountable to residents, businesses and the public.
5. Encouraging the involvement of the public, businesses and community groups in looking after their areas so they become self-sustaining.
6. Contribute to providing a framework for neighbourhood-based collaboration that promotes community action, encouraging, empowering and facilitating local problem-solving and improves outcomes for residents.

Job Summary

1. The post-holder reports to a Senior Community Safety Enforcement Officer and is expected to assist in understanding service requirements, community engagement and problem-solving.
2. To patrol and work in a designated Neighbourhood and provide the first point of contact with residents, businesses, internal and external partners:
 - To increase public confidence and reduce fear of crime
 - To prevent and deal with crime and anti-social behaviour
 - To protect the quality of the local environment
 - To work in partnership with Council Officers and external agencies and stakeholders
3. To participate in the Council's responses to emergency situations when required to do so.
4. To provide a more holistic and joined up approach to common enforcement priorities & community concerns.
5. To work a flexible 36-hour week, on a shift rota basis, including early mornings, evenings, 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 a designated Neighbourhood on foot or by vehicle in order to engage local stakeholders to prevent crime and disorder, antisocial

behaviour, environmental crime issues and to ensure public safety and reassurance.

2. To contribute with promoting behaviour change through encouraging public and businesses to proactively keep their neighbourhood safe and clean through participation in community activities, events, safer neighbourhood schemes and other public-spirited initiatives.
3. To support business, community and individual behaviour to resolve any poor, unsustainable, unhealthy, unsafe or unscrupulous practice, using excellent communication, negotiation, mediation, persuasion under the guidance of the Senior Community Safety Enforcement Officer.
4. To proactively identify and respond appropriately to offences such as litter, graffiti, fly posting, fly-tipping, waste in front gardens, illegal street trading, contravention of Public Space Protection Orders, anti-social behaviour, nuisance congregation and nuisance vehicles.
5. Under the guidance of the Senior Officer, undertake consistent, proportionate, targeted, accountable and transparent enforcement action to resolve any identified non-compliances. This may include giving guidance, warnings, and the service of statutory or fixed penalty notices.
6. To work with Police and partner agencies to tackle issues arising, including hotspot patrolling, intelligence sharing and to take part in multi-agency operations.
7. To attend and represent Community Safety Enforcement at various community meetings, ward forums, estate improvement programs, community events and neighbourhood meetings and where necessary.
8. To support and contribute towards the work of the Newham Integrated Community Enforcement Model (NICE), including attending any meetings and site visits.
9. To respond to hotspot locations identified through NICE intelligence as well as emerging issues and complaints.
10. To work together with Council Officers and partners to support a new working culture, not defined by the silos of team or professional boundaries, but by joint communication and collaborative working to achieve service shared objectives and outcomes.
11. To be visible to the public and proactive in knowing and understanding your neighbourhood through intelligence, networking and uniformed patrolling activities.
12. 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.
13. To resolve complex issues affecting residents and keep them and their representatives informed of progress.
14. To respond to incidents, gather evidence to the standard required for criminal proceedings, and liaise with emergency services as appropriate.

15. To support the Newham Safety Partnership and the Council in reducing violence in Newham by all appropriate means. This includes (but is not limited to) assisting with investigations and gathering evidence for civil and criminal prosecutions, contributing to putting in place interventions and making referrals which are compliant with Council policy.

16. To patrol from any designated Council base/office or appropriate workspace, 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.

17. To follow correct care, procedures and policies of equipment issued, such as mobile phone, radio, body worn video camera, laptop and any handheld devices.

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, partners 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 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.

22. To have geographical responsibility for their respective neighbourhood and take ownership of local problem-solving initiatives (SARAs).

23. To contribute to Member bulletins, NICE Good News and other Council media on the work of the team.

24. To provide high quality evidence for use in criminal cases.

25. To effectively respond to problems, utilising powers under the following legislation:

- Crime & Disorder Act 1998
- Environmental Protection Act 1990 (EPA)
- Clean Neighbourhoods and Environment Act 2005(CNEA)
- Environment Act 1995 (EA95)
- Anti-Social Behaviour, Crime and Policing Act 2014
- 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)

26. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

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

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: - Knowledge and understanding of, statutory instruments, codes of practice, corporate policies, and good professional practice relevant to work undertaken. - Understanding of practical issues for maintaining environmental quality and reducing ASB. - Working knowledge of court procedures, preparation of civil/ criminal cases, environmental crime, and highways offences.	Application and Interview

• 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.	
SKILLS AND ABILITIES: • 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, pocketbook 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 at public meetings. • 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.	Application and Interview

EXPERIENCE: 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	Application Form/Interview/Test
PERSONAL STYLE AND BEHAVIOUR: • 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.	Application Form/Interview/Test
OTHER SPECIAL REQUIREMENTS: • The post-holder is expected to keep up to date on knowledge of new legislation, codes of practice and relevant case law. • There will be occasional need to attend meetings outside of normal hours of working. • The post-holder will on occasions be required to visit different sites, so the post-holder must either have a valid driving license and the ability to use their own vehicle or a pool car for work purposes or be able to make alternative transport arrangements. • 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.	Application Form/Interview/Test Application Form/Interview Application Form/Interview Satisfactory clearance at conditional offer stage

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. • The post-holder is required to commit to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application.	
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