

Job Description



Job Title: Environmental Crime Enforcement Officer	Service Area: Public Realm Service	
Directorate: Environment & Sustainable Transport	Post Number:	Evaluation Number:
Grade: PO1	Date last updated:	

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 the public and specifically for victims of crime;
4. being visible and accountable to the public; and
5. encouraging the involvement of the public, businesses and community groups in looking after their areas so they become self-sustaining

Job Context

1. The post-holder reports to the Environmental Crime Enforcement Manager, with duty supervision from the Senior Senior Environmental Crime Enforcement Officer, and is expected to assist in understanding service requirements, community engagement and problem-solving.
2. To patrol a designated Community Neighbourhood or specific site within the borough and provide the first point of contact with residents, businesses and other bodies:
 - To increase public confidence and reduce environmental crime
 - To prevent and deal with crime and anti-social behaviour
 - 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 Law Enforcement Officer and Civil Enforcement Officer.
6. To work a flexible 36-hour week, sometimes including 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 Community Neighbourhood or any location within the borough on foot or by vehicle in order to engage local stakeholders to prevent and or solve environmental crime issues
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, 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 Environmental Crime Enforcement Officer.
4. To proactively identify and respond appropriately to offences such as litter, , fly-tipping, , , trade waste, removal of fly- posting and removal of other Highways obstructions,
5. Under the guidance of the Senior Environmental Crime Enforcement Officer, undertake consistent, proportionate, targeted, accountable and transparent enforcement action to resolve any identified non-compliances. This may include giving guidance, warnings, and service of statutory or fixed penalty notices.
6. To work together with other officers and partners to support a new working culture, not defined by the silos of team or professional boundaries, but by joint and collaborative working to achieve service objectives.
7. To be visible to the public and proactive in knowing and understanding your area through intelligence, networking and uniformed patrolling activities.
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 resolve minor issues for the public and keep them and their representatives informed of progress.
10. To respond to incidents, gather evidence to the standard required for civil or criminal proceedings, and liaise with emergency services as appropriate.
11. 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.

12. To 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.
13. To follow correct care, procedures and policies of equipment issued, such as mobile phone, radio, body worn video cameras, laptops, handheld devices.
14. To maintain accurate and detailed file notes and reports, keeping files, computer records and databases updated accordingly.
15. To develop and maintain good relationships with local people, community groups and other stakeholders, finding a constructive resolution to issues identified as a problem.
16. 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.
17. 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.
18. To contribute to Member bulletins and other council media on the work of the team.
19. To provide high quality evidence for use in civil and criminal cases.
20. 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)
 - 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)
21. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

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) fly tipping d) flyposting
- Achievement of Team and personal KPIs set by the service
- Reduction of Fly tipping

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.

Personal Specification



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Grade: PO1	Date last updated: May 2020	

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.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: <ul style="list-style-type: none"> • 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. • 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 	Application Form Application Form/Interview/Test
EXPERIENCE: <ul style="list-style-type: none"> • Operational knowledge of some of the processes involved for successful application of: <ul style="list-style-type: none"> • Community Protection Notices • Public Space Protection Orders • Environmental enforcement options • Issuing Fixed Penalty Notices 	Application Form/Interview

<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Be able to undertake 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>Application Form/Interview</p>
<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 demeanor 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 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. 	<p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage, as applicable</p>

<ul style="list-style-type: none">• 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.• 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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