

## Job Description:

### Environmental Enforcement and Monitoring Officer

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	Environmental Enforcement and Monitoring Officer
<b>Service:</b>	Regulatory Services
<b>Team:</b>	Environmental Services
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b> <b>Responsible for:</b>	Deputy Environmental Services Manager
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b>

## PRINCIPAL PURPOSE OF THE ROLE

- Undertake routine enforcement activity in order to reduce the incidence of envirocrime and improve the quality of the local environment.
- To monitor and record contractor performance in relation to the refuse, recycling and street cleaning contracts.

## MAIN DUTIES AND ACCOUNTABILITIES

- Undertake reactive and pro-active environmental enforcement work throughout the Borough by direct and indirect investigation and inspection and the service of Fixed Penalty Notices, Community Protection Notices and other appropriate legal processes, to ensure compliance with relevant legislation.
- Investigate complaints made by members of the public, elected Members and others. Effectively resolve issues, as far as is possible, to the satisfaction of all, and clearly communicate findings with those who have made complaints and with the contractor. Solve problems and broker solutions to issues and provide instructions to contractors to carry out work or to remedy defects when work has not been carried out to contractual or legislative standards.
- Undertake high visibility patrolling and the identification of enviro-crime hotspots based upon priorities set by management and/or by Multi Agency agreement.
- Respond to reports of abandoned vehicles, liaise with the Police and other agencies to determine action to be taken for removal under the Refuse Disposal (Amenity) Act or other appropriate legislation.
- Undertake established programmed inspections of the Council's contracted Services of waste management to ensure they are being undertaken in accordance with their relevant contract conditions.
- Collect data and keep accurate records relating to the performance of the contract(s), and liaise with relevant contractors regarding any specific performance issues and arrange for relevant remedial works.
- Regularly examine inspection related records and other records in order to determine performance-related trends. Use such information to direct inspections and investigations. Share records with the Deputy Environmental Services Manager and Environmental Services Manager and highlight performance concerns.
- Ensure accurate records are maintained and performance targets are met.
- Assist both the contractor and Council by making recommendations to improve the operational efficiency of the services delivered.
- Assist the Deputy Environmental Services Manager in carrying out project work relating to enforcement activity, promotion, and service improvements.
- Examine records kept by the contractor, including those relating to training, complaints, stock control, accidents and safety procedures. Carry out regular audits of contractor's operations and practices. Report any adverse findings to managers as necessary.
- Attend as required, and take an active role in meetings held with the contractor at which performance and contract compliance issues are to be discussed.
- Maintain adequate and proper records of work carried out using the Council's manual and IT based systems, including the use of mobile working equipment such as hand held devices.
- Ensure that all duties and services provided are in accordance with the Council's Equalities and Diversity policies and procedures.
- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace, work in ways that promote a healthy and safe working environment in consideration of Waverley's Health and Safety Policy.
- Undertake such other duties and tasks appropriate to the grade and character of work, such as changes in information systems and new technology, as may reasonably be required.

Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

### **Business Continuity**

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

- **Health and Safety**

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

## **DIMENSIONS OF THE ROLE**

- Value of Refuse, recycling and street cleaning contracts £5.5million
- Instigation of legal proceedings for environmental offences, including acting as a witness and attending court where necessary.
- Undertaking a range of legal processes, including the service of Notices.

## **AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT**

- Investigating and dealing fairly with received complaints to determine the party responsible for alleged service delivery problems.
- Undertake direct and indirect enviro-enforcement and contract monitoring duties within the Waverley borough.
- Responsible for ensuring enforcement activity is targeted and prioritised in response to complaints and intelligence received.
- Ensuring contractor performance meets the standards required within the refuse, recycling and street cleaning contracts.
- Assist Managers in determining when evidence is sufficient to serve Notices and / or report cases for prosecution.
- The collection of evidence and preparation of case files to comply with Legal Standards.

## **PLANNING/ORGANISING/CONTROLLING**

- Supporting the continuous review of enforcement procedures and protocols compliant with the relevant legislation and the corporate enforcement policy.
- Reviewing and prioritising environmental enforcement activity in consultation with colleagues as required.
- Arranging, undertaking, recording and reporting inspections of the Council's contracted services relevant to waste and management.

## **CUSTOMERS AND CONTACTS**

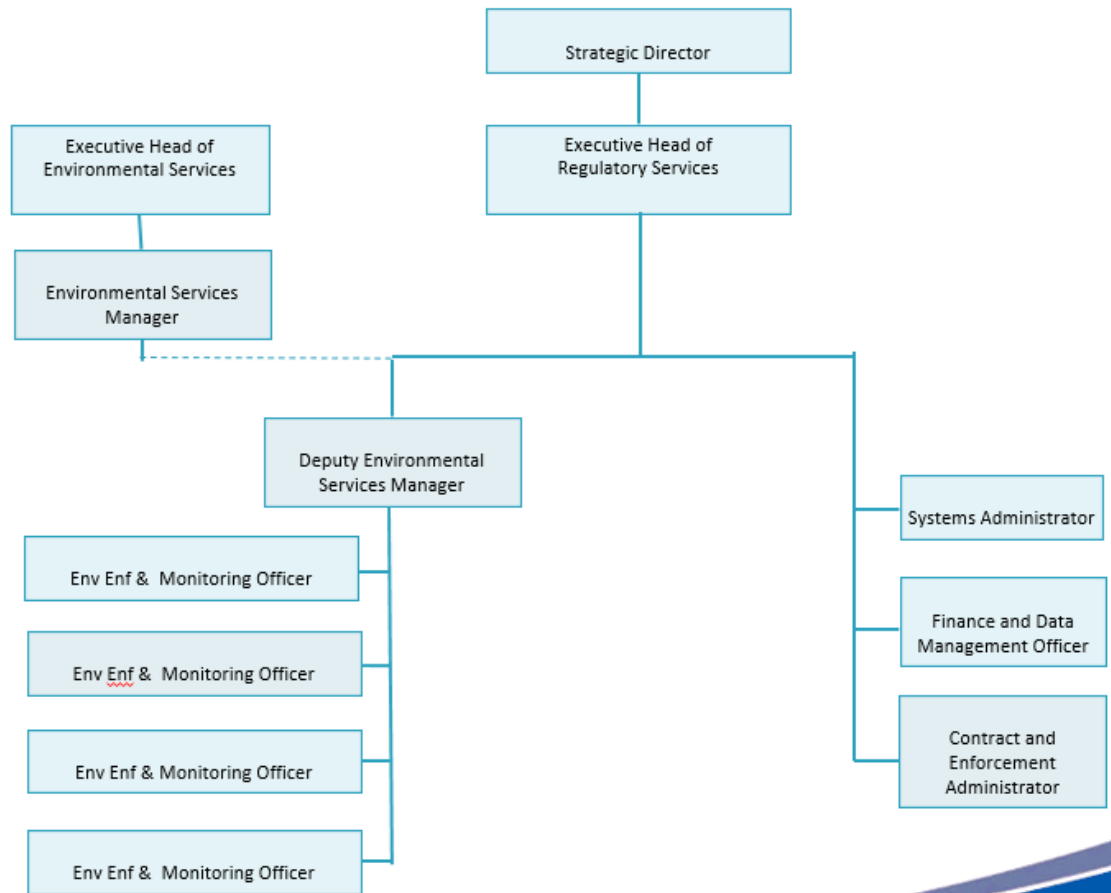
### **INTERNAL**

Environmental Services team, Environmental Health and Licencing Teams, Legal Services team, Democratic Services team, Elected Members,

### **EXTERNAL**

- Contact with members of the public in the investigation and enforcement of environmental legislation issues, dealing with high level complaints from members of the public. Work with members of the public, community, neighbourhood groups and Traders/Shops and Businesses to provide advice, education, resolve enquiries and investigate complaints.
- Contact with suppliers and contractors in the provision of goods and services, monitoring of contracts and performance of contractors. Work closely with our Contractors to manage the contract, resolve specific issues and influence and develop working practices.
- Regular contact and liaison with external agencies and partnerships such as County Council, Police, social and private landlords, local businesses, community groups in order to develop appropriate enviro-crime enforcement activities and services.

## Environmental Enforcement Team 2022



## PERSON SPECIFICATION

Candidates must be able to fully demonstrate all essential criteria within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Minimum grade of C in English and Maths GCSE or equivalent. Use of databases and Microsoft Office applications	<b>A/I</b> <b>A/I</b>	Higher level qualifications in relevant subjects	<b>A/I</b>
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	Experience of working with contractors  Experience of contract compliance and interpretation of specifications and conditions of contracts.  Awareness of enforcement or regulatory processes.  Awareness of the impacts of environmental crime and the need to maintain good local environments.	<b>A/I</b> <b>A/I</b>  <b>A/I</b>  <b>A/I</b>	Experience of environmental services such as cleansing and waste collection.  Working within a local authority environment.  Knowledge of Safeguarding  Experience of undertaking enforcement work.  Experience of environmental crime.	<b>A/I</b>  <b>A/I</b>  <b>A/I</b>  <b>A/I</b>
<b>COMMUNICATION</b>	Strong verbal and written communication skills.  Ability to record accurately the results of inspections and investigations.  Experience of negotiating, with ability for critical thinking and practical problem-solving.  Diplomatic, with an ability to deal with difficult customers and negotiate acceptable solutions.	<b>A/I</b>  <b>A/I</b>  <b>A/I</b>  <b>A/I</b>	Experience of writing letters, reports and witness statements	<b>A/I</b>

<b>CUSTOMER SERVICE</b>	<p>Understanding of and commitment to promoting equality and diversity in service delivery and employment.</p> <p>Commitment to high quality Customer Care, and ability to identify service improvements.</p>	<p><b>I</b></p> <p><b>A/I</b></p>		
<b>TEAM WORKING</b>	<p>Ability to develop positive working relationships, work collaboratively as part of a wider team, both internally and externally.</p> <p>Sharing best practice and information with colleagues and relevant partners.</p> <p>Is aware of others workloads and priorities.</p> <p>Ability and willingness to adapt to change.</p>	<p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p>		
<b>MANAGING SELF AND OTHERS</b>	<p>Ability to deal calmly and effectively with conflict and competing demands</p> <p>Ability to prioritise workloads and meet deadlines/target</p> <p>Takes ownership of customers' requests, manages expectations and achieves a high quality response.</p>	<p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	<p>Good organisational skills and ability to work efficiently.</p> <p>Achieves objectives with commitment to quality and accuracy.</p>	<p><b>A/I</b></p> <p><b>A/I</b></p>		
<b>SPECIAL REQUIREMENTS</b>	For business continuity purposes you are required to have access to the internet at home	<b>A</b>		

	via broadband on a PC, laptop or tablet. Ability to undertake site visits in difficult to access locations and lone working. Full clean driving licence and access to own vehicle	A/I A		
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### How assessed

A = Application CV/Personal Statement  
 C = Certificates/professional Registration  
 D = DBS police check  
 E = Exercise  
 I = Interview  
 M = Medical assessment

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<b>Job title:</b>		<b>Post no:</b>	EB08
<b>Service:</b>		<b>JE score:</b>	238
<b>Team:</b>		<b>Pay band:</b>	8
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>Add level</b>	
	Customer Service:		
	Team Working:		
	Managing Self and Others:	<b>Add level</b>	
	Can do approach/Results		
<b>REVIEWED BY:</b>		<b>DATE:</b>	
<b>CHECKED IN:</b>	Employee Services	<b>DATE:</b>	
<b>LAST UPDATED:</b>	Add date	<b>DATE:</b>	