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# Recruitment information

## Job description and person specification

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<b>Your title</b>	Twilight Environmental Enforcement Officer
<b>DBS check</b>	This post requires a Basic DBS check
<b>Post number</b>	Tbc
<b>Your team</b>	Culture Leisure and Environment
<b>You would be based</b>	Civic Centre, Esher
<b>Your line manager</b>	Environmental Enforcement Manager

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## About the role

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You will be passionate about protecting and enhancing the communities we work in and making Elmbridge a great place to live, work and play.

You will be responsible for undertaking out of hours Public Spaces Protection Order (PSPO) patrols of the Borough and following up on litter, dog fouling and other waste issues. You will be the eyes and ears of the Council and engage with local communities to improve the look and feel of the Borough.

Most of all you will be working within a great team environment seeking to improve the lives of some of our most vulnerable and deserving residents in a team rated as team of the year in the 2021 staff awards.

With an excellent personal development programme and support, you will have the opportunity to shape your own development and growth and make a real impact in the community.

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## The main purpose of the role:

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As detailed in the new 2030 Vision and Council Plan, Environmental Enforcement is one of the Council's key objectives by which will protect the community through targeted crime reduction and enforcement initiatives, as well as partnership working.

The Environmental Enforcement team are a key service within the council to deliver a proactive and effective environmental enforcement service, investigating environmental offences, issuing sanctions and promoting compliance and community education and taking enforcement action to prevent and respond to environmental crime and to reduce anti-social behaviour.

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## Specific duties and responsibilities

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1. Conduct proactive patrols and reactive investigations across the Borough. Enforcement of relevant provisions within the Environmental Protection Act (1990), Anti Social Behaviour Crime and Policing Act (2014) and the Clean Neighbourhoods and Environment Act (2005), in particular relating to:
  - a. The issue of Fixed Penalty Notices for littering, graffiti, fly posting and dog fouling, and other offences as permitted under the legislation.

- b. The issue of Fixed Penalty Notices for the various Public Spaces Protection Order offences introduced across the Borough that includes; the non use of BBQ's, campfires, bonfires, fire pits, naked flames and similar open fires in public open spaces. Unauthorised moorings on Elmbridge owned land on River Thames sites. Drinking in town centres, dangerous anti social cycling, skateboarding, hoverboards likely to cause distress and failing to leave the area when directed by an Authorised Officer.
  - c. The service of Community Protection Warnings and Notices for Waste Duty of Care offences and other anti social behaviour that affects the street scene in Elmbridge.
2. To undertake proactive, uniformed patrols, either on your own initiative or as part of a team. Targetting areas where environmental contraventions are taking place and resolving them, either through information or enforcement outcomes.
3. Investigate apparently abandoned and nuisance vehicles in accordance with the service standards and procedures and statutory responsibilities as defined in the Refuse Disposal (Amenity) Act (1978), and the Clean Neighbourhoods and Environment Act (2005).
4. To assist in the delivery of environmental awareness campaigns including erecting signage for example litter, dog fouling, and waste issues.
5. To assist with the service of notices on unauthorised encampments, or unauthorised moorings and other duties relating to this such as writing witness statement, producing exhibits and serving eviction notices.
6. To assist with the handling of complaints about stray dogs.
7. Engage with the public in a professional, approachable manner to educate on environmental responsibilities, deter offences and promote positive behaviour through targetted campaigns.
8. Work collaboratively with Police and other partners as part of the Joint Enforcement Team to gether evidence of wide ranging environmetal and anti social issues such as noise nuisance, illegal waste carriers and license breaches from licensed premises.
9. To work flexibly to undertake patrols outside normal working hours including evenings and weekends undertaking risk assessments to ensure personal safety during patrols and confrontational situations. To attend occassional meetings outside of office hours.

10. To carry out the role in all weather conditions as the role involves significant outdoor/field work.
11. To carry out all aspects of enforcement including surveillance cameras, writing witness statements, issuing cautions, serving enforcement notices, writing letters, preparing case files and pocket book entries in accordance with the requirements of the Police and Criminal Evidence Act (1984) and represent the Council in Court as may be necessary.
12. To maintain accurate records prepare detailed reports and record enforcement actions and outcomes into enforcement data based systems in accordance with enforcement protocols.
13. Contribute to performance monitoring, team targets and service improvement initiatives.
14. To undertake any other duties relevant to the team that may be required occasionally by either the Head of Culture, Leisure and Environment or the Environmental Enforcement Manager.

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## What's missing?

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## Your conduct

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We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## Equal opportunities

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## Health and safety

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## Personal and sensitive data

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## Talent development

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## Confidentiality

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

### **What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Twilight Environmental  
Enforcement Officer  
Team: Culture, Leisure and  
Environment  
Salary: S6-SO2**

**Post no:tbc  
Hours: 36  
Car allowance C1**

### Qualifications and education

No.	Key requirements	Desirable/ Essential	To be tested by: Application (A) Test (T) Interview (I)
1.	5 GCSE's at Grade 4 or Grade C (or Equivalent qualifications or experience	E	A
2.	Other relevant training or courses i.e. Conflict management training \ de-escalation skills	D	A

### Experience

No.	Key requirements	Desirable/ Essential	To be tested by: Application1 (A) Test (T) Interview (I)
3.	Previous experience of working in an enforcement or a regulatory function	E	A,I
4.	Experience of producing reports and KPI data to assist with management decisions	E	A,I
5.	Previous experience of presenting evidence at Court	D	A,I
6.	Wide experience of customer engagement and dealing with complaints both in writing and face to face	E	A,I
7.	Experience in conflict management and dealing with difficult situations whilst working alone and in teams.	D	A,I
8.	Working in partnership with other agencies including the emergency services	E	A,I
9.	Experience in working with communities and partnerships in delivering educational initiatives and campaigns.	D	A,I

## Knowledge, skills and abilities

No.	Key requirements	Desirable/ Essential	To be tested by: Application1 (A) Test (T) Interview (I)
10.	Knowledge of relevant legislation including PACE (1984), Environmental Protection Act (1990), Anti Social Behaviour Crime and Policing Act (2014) and the Clean Neighbourhoods and Environment Act (2005)	E	A,I
11.	Strong communication, observational and customer care skills	E	A,I
12.	Computer literate using IT systems including MS Office	E	A,I
13.	Able to work independently and as part of a team	E	A,I
14.	Able to demonstrate a flexible approach to work	E	A,I
15.	Reliable, self motivated and capable with dealing with potentially hostile people/situations	E	A,I
16.	Ability to develop, implement and follow policies/procedures	E	A,I
17.	Ability to solve complex problems on own initiative within limited resources	E	A

## Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
18.	Full clean driving licence and access to transport	E	A
19.	Availability to work unsocial hours including evenings and weekends	E	A
20.	Demonstrates an understanding of Health and Safety	D	A,I