





Job Description: Joint Neighbourhood Enforcement Manager

Waverley and Guildford are ambitious authorities, committed to being two of the leading Councils in the country at a time of major change by developing high performing, highly engaged staff teams to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Joint Neighbourhood Enforcement Manager
Service:	Regulatory Services
Team:	Neighbourhood Enforcement
Location:	The Burys, Godalming, Surrey, GU7 1HR and Millmead House, Millmead, Guildford, GU2 4BB
Reporting to:	Head of Environmental Regulation
Responsible for:	Regulation of Abandoned Vehicles, Environmental Crime, PSPO enforcement, Waste Contract Monitoring (WBC), Prevention of Damage by Pests, Unauthorised Encampments, Welfare checks / safeguarding, ASB support for Community Safety and management of CCTV policy and compliance monitoring of the management of CCTV systems.
OUR SHARED ORGANISATIONAL VALUES	
<p>Collaboration</p> 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
<p>Wellbeing</p> 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
<p>Trusted</p> 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
<p>Value for Money</p> 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.

Professionalism



We provide professional advice and excellent service; we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- To act as the Councils' professional advisor in relation to environmental enforcement functions (including Public Space Protection Orders, fly tipping, waste permitting and duty of care), developing plans, policies, overseeing training and implementation, in conjunction with the Joint Head of Environmental Regulation.
- To act as the Councils' CCTV management advisor, developing, implementing and monitoring compliance with policies and procedures in conjunction with the Head of Environmental Regulation to ensure the legal, proportionate and effective use of CCTV for investigative and enforcement activity across all areas and aspects of the Councils' work in order to protect the community and to ensure compliance with all relevant data protection and human rights legislation.
- To be an active partner in the Safer Guildford and Waverley Partnership, providing support in the investigation of ASB and safeguarding cases, case reviews and supporting vulnerable victims.
- To have direct line-management responsibility for the Neighbourhood Enforcement Team.
- To make comprehensive recommendations to the Head of Environmental Regulation regarding the future efficient delivery of these functions, in cooperation and partnership with other local authorities, organisations and statutory bodies.
- To lead the Neighbourhood Enforcement team, ensuring that the team provide services to meet customers' needs against agreed performance standards, and that the Council meets its legal obligations in respect of these aspects of Regulatory Services.
- To discharge their duties in accordance with the Council's Codes and Policies, Standing Orders and Financial Regulations.
- To meet personal targets and performance standards on time.

MAIN DUTIES AND ACCOUNTABILITIES

- To be responsible to the Joint Head of Environmental Regulation in leading the Neighbourhood Enforcement Team and exercising all powers and duties imposed by statute in line with officer delegations.
- To deputise for the Head of Environmental Regulation as and when required.
- To create a strong and positive team culture within Neighbourhood Enforcement Team that is focused on providing excellent customer service through a "one council" problem solving approach.
- To properly and efficiently manage workloads across both authorities, including working across services, to train, motivate and develop staff involved in providing accessible services which meet statutory duties on behalf of the Council and in accordance with Council policies.

- To meet all central government targets in relation to Neighbourhood Enforcement and CCTV .
- To ensure the optimum value for the resources provided in administering the Team's functions.
- To have knowledge of and support the implementation of the Corporate Strategy objectives, and maintain and develop professional knowledge in order to meet set targets.
- To prepare and present reports for Committees, Senior Management and partners as required, and to represent the Service at Committees, on Corporate Working Groups and externally at local and regional forums as may be required.
- To respond to or make recommendations in relation to consultations regarding those functions of responsibility on behalf of the councils.
- To respond to enquiries in relation to Freedom of Information, Subject Access Requests, the media, as directed by the Joint Head of Environmental Regulation.
- To respond to formal complaints, including those from Councillors and MPs in relation to those functions the post is responsible for.
- To monitor and ensure that accurate data regarding the functions of the Neighbourhood Enforcement Team are gathered and forwarded to auditing and consulting bodies as part of statutory processes.
- To monitor the team's performance and compliance with national guidance and adopted policies.
- To develop and implement Service policies and strategy to achieve and maintain a quality service to the public and internal customers that also reflect corporate objectives.
- To give advice to colleagues, members of the public, Councillors and external statutory and non-statutory bodies on matters relating to Neighbourhood Enforcement and CCTV.
- To input into the Neighbourhood Enforcement and CCTV budget setting processes and manage the Neighbourhood Enforcement and CCTV budgets across Guildford & Waverley Borough Councils.
- To prepare reports, representations and/or orders, taking enforcement action in line with Corporate Enforcement Policies, including the giving of evidence in Court to secure compliance with the law.
- To work in partnership with the Joint Head of Environmental Regulation to explore opportunities to improve the efficiency and effectiveness of the Service, including working in collaboration with other Councils and stakeholders.
- To ensure that policies and procedures are in place and implemented for the proportionate and effective use of CCTV for investigative and enforcement activity across all areas and aspects of Councils' work in order to protect the community and to ensure compliance with all relevant data protection and human rights legislation.
- To manage and utilise external services where necessary and monitor contracts throughout their term.
- Attend and chair internal and external groups/meetings relating to Environmental Crime and CCTV management.
- Work in partnership with other authorities and agencies (Police, Environment Agency, Other Local Authorities, Fire and Rescue etc.) as required, to include sharing of confidential information under data sharing protocols.
- To plan and undertake contract monitoring on behalf of waste, street cleaning and the Environmental Services Team.
- Keep the Neighbourhood Enforcement and CCTV policies under constant review and undertaking consultation exercises when necessary.

- Develop and maintain the Neighbourhood Enforcement webpages on the Council's websites to enhance customer experience.
- To assist in the management and maintenance of computer systems and to ensure accurate records are updated by the team on a routine basis. Utilise monitoring data to make recommendations for improvements to the provision of customer service and internal processes.
- Monitor and ensure that accurate data regarding Private Sector Housing functions is gathered. Utilise monitoring data to make recommendations for improvements to the provision of customer service and internal processes.
- To be responsible for staff welfare and personal development and to effectively address performance and disciplinary concerns in liaison with POD and the Joint Head of Environmental Regulation. This will include providing regular feedback on training and personal development and assessing and managing performance.
- To be responsible for the Neighbourhood Enforcement Team's response to emergency or acute incidents, including serious pollution incidents, in conjunction with the Emergency Planning Manager, Applied Resilience and the Joint Senior Leadership Team.

General Requirements

- All employees will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested.
- Duties and responsibilities must be carried out in accordance with relevant Council policies and procedures, within legislation and any code of professional ethics of the relevant professional body.
- All employees are expected to maintain a high standard of customer care in the context of the councils' core values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in personal learning and development necessary to the post.
- To demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
- To work within the Council's competency framework and to adhere to the Code of Conduct, the Council's Constitution and procurement rules.
- To discharge their duties in accordance with the Council's Codes and Policies, Standing Orders and Financial Regulations and to meet personal targets and performance standards on time.
- To promote equality and inclusion at all levels of service delivery and employment.
- To work in line with the council's Agile Working Policy and Agile Working Team Profile to support the effective delivery of the Service. From time to time, it may be necessary to attend meetings or carry out visits in the evening and/or at weekends to meet the demands of the Service.
- To carry out other duties as required by the Joint Head of Environmental Regulation appropriate to your skills and level of responsibility, not exceeding the grade on which you were appointed.

Business Continuity

- To play a supporting role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision.

Health and Safety

- To be responsible for the routine implementation of the Council's Safety Policy within the Section including the conduct and regular review of risks assessments, safe systems of work and training of staff to ensure that work is carried out in a safe manner.
- To comply with all Health and Safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

Election Duties

- This post may, on occasion and with reasonable notice, be requested to assist with election duties. This may include working unsociable hours. A separate payment for election duties will be made as determined by the regional Elections Committee.

GBC out of hours noise service

- To participate in the Regulatory Services Out of Hours Service on a Rota basis.
- To participate in the Rota for Christmas cover as necessary and agreed with the Service Manager

This Job Description is current as at the date shown above. In consultation with you, it is liable to variation as the needs of the Council may require.

DIMENSIONS OF THE ROLE

- The postholder will manage 2 Senior and 6 Neighborhood Enforcement Officers.
- The postholder will monitor compliance with data protection and CCTV codes of practice over all aspects of use of CCTV across all of Guildford and Waverley Borough Council's service areas.
- On average, the postholder will be expected to attend around one member-level meetings per month, some of which will take place during office hours. Generally, Committee meetings are scheduled in the evening and commence at 7pm.
- The postholder will be an active participant in the Safer Guildford and Waverley Partnership meetings and work in partnership with the Police and other agencies on developing joint enforcement initiatives addressing anti-social behavior, crime and other localised environmental crime.
- The postholder will be expected to accompany elected members on occasional visits with the Police and other agencies, and to attend out-of-hours visits and meetings on other occasions.
- To manage the monitoring and reporting of waste, recycling and street cleaning contractor performance of Neighbourhood Enforcement Officers for the contract worth £4.9m a year.

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

- Accountable as the lead professional in Neighbourhood Enforcement and CCTV policies, implementation and compliance and to provide professional advice and expertise on behalf of the Council;
- Accountable for making recommendations as to policies, strategies and functions directly affecting the health and well-being of residents, business users and

visitors, in respect of a specific Neighbourhood Enforcement responsibility, and ensuring the Councils meet their legal obligations in respect of those functions.

- Preparation and presentation of Committee reports on policy issues.
- Acting on behalf of the Council in bringing legal proceedings as appropriate.
- Leading own work, including serving notices and preparing cases for prosecutions.
- Managing and mentoring staff to meet service standards and operational demand.
- To assist in the development of strategic environmental enforcement policies and procedures on behalf of the Council.
- Responsible for making day-to-day decisions regarding operational delivery and advising on policy development.

PLANNING/ORGANISING/CONTROLLING

- Organising and managing own workload, and that of the Neighbourhood Enforcement Team across both councils in line with corporate priorities and agreed personal objectives.
- Monitoring and managing the performance of team members and contractors.
- Reviewing and prioritising environmental enforcement activity in consultation with the Joint Head of Environmental Regulation, Safer Guildford and Safer Waverley Partnerships.
- Managing and prioritising the inspections and performance monitoring of the council's contracted services relevant to waste, recycling and street cleaning in consultation with the Environmental Services Manager.

CUSTOMERS AND CONTACTS

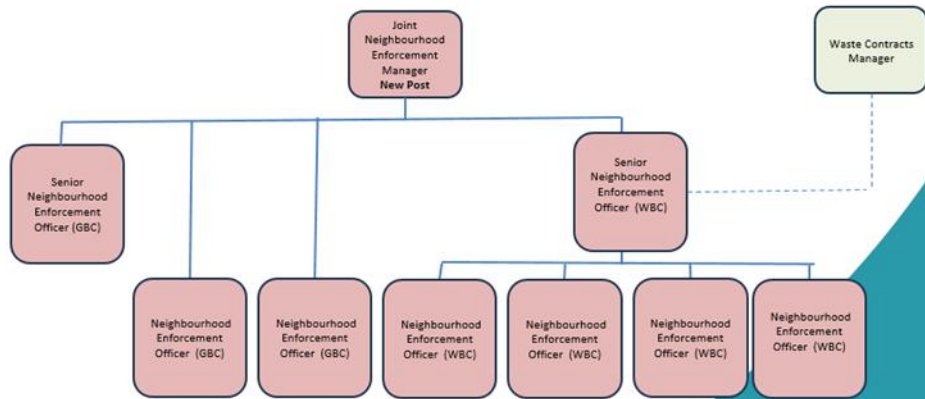
INTERNAL

- Members of the Council, Management Board and other staff at all levels.

EXTERNAL

- Members of the Public; Owners and occupiers of premises and land and their agents;
- external statutory and non statutory bodies in relation to special responsibilities: DEFRA, Police, etc.,
- Media in consultation with the Communications Team,
- MPs, government bodies,
- Local, national and international businesses.
- Specialist contractors

SERVICE / TEAM STRUCTURE



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
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Degree or Equivalent in relevant subject	A	Enforcement, ASB and RIPA qualifications Recognised management qualification.	A
KNOWLEDGE / TECHNICAL SKILLS	Detailed knowledge of complex legislation relating to environmental enforcement and anti-social behaviour	A/I	Knowledge of the licensing and democratic processes in local government	A/I
	Detailed knowledge and experience of developing and implementing CCTV policies and procedures and ensuring compliance with data protection, codes of practice etc.	A/I	Ability to manage and prioritise a heavy workload	A/I
	Substantial experience and competence in the investigation of cases leading to the service of statutory notices and instigation of legal proceedings.	A/I		
	Excellent problem solving and analytical skills to assimilate, analyse and translate technical and statistical information.	A/I		
	Knowledge and experience of managing and developing staff, management of contracts and successfully dealing with contractors.	A/I		

	<p>Knowledge and experience of enforcement practices and using procedures including PACE and RIPA</p> <p>Ability to advise Members, officers, members of the public on Environmental Crime and ASB matters.</p> <p>Awareness of the working of the Local Government Committee process.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>		
COMMUNICATION	<p>Excellent written and oral skills.</p> <p>Ability to prepare and present complex technical reports using appropriate styles and language.</p> <p>Ability to deal with difficult people and situations in a calm, professional and diplomatic manner.</p> <p>Diplomatic communication skills when working with colleagues, councillors, the public and other agencies</p> <p>Ability to deal with confidential and / or sensitive issues</p>	<p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p>		
CUSTOMER SERVICE	<p>Understanding of and commitment to promoting equality and diversity in service delivery and employment.</p> <p>Committed to providing a high-quality professional service to the public, internal and external customers.</p> <p>Accurate spoken English is essential for the post.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>		

TEAM WORKING	<p>Ability to actively contribute to a positive culture within the Service.</p> <p>Ability to develop positive working relationships, work collaboratively as part of a wider team, both internally and with partner agencies.</p> <p>Evidence of sharing best practice and information with colleagues and relevant partners.</p> <p>Ability to demonstrate a strong team working ethic and commitment to a 'One Council' approach.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>		
MANAGING SELF AND OTHERS	<p>Ability to actively influence, motivate and manage a variety of people.</p> <p>Ability to work under pressure, organise, plan and prioritise own and team workload to meet statutory requirements, service and corporate priorities.</p> <p>Embraces change in a positive and constructive manner.</p> <p>Has an open and approachable.</p> <p>Ability to use computer technology to develop efficient systems of work.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p>		
CAN DO APPROACH / ACHIEVING RESULTS	<p>Has the drive and resilience to achieve results through a logical and systematic approach.</p> <p>Has a commitment to further training and development of self and others.</p>	<p>I</p> <p>A/I</p>		

	Ability to ensure compliance with standards, objectives and procedures.	A/I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC or laptop.	A/I		
	Ability to work out of hours, i.e. committee meetings and emergency response.	A/I		
	Able to visit sites and have sufficient mobility to carry out detailed inspections in a variety of premises.	A/I		
	Full and valid driving licence and use of a car during working hours.	A/I		
	The post will be subject to DBS clearance.	A/I		

How assessed

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

Disclosure and Barring Service Check

Due to the nature of the work, this post involves a check on an individual's criminal background. The check is carried out through the Disclosure and Barring Service. Any offer of employment will be subject to receiving satisfactory clearance from the Disclosure and Barring Service.

Politically Sensitive post: Political Restrictions

Please note that the Local Government Officers (Political Restrictions) Regulations 1990 apply to this post. In general terms these provisions mean that the postholder is prohibited from:

- holding or standing for elected public office (except Town or Parish Councils);
- holding office in a political party;
- speaking or writing in public (including on social media) in a personal capacity in a way that might be regarded as favouring one or other political party;
- canvassing at elections

Behavioural competencies:

COMPETENCIES LEVEL 1 – 4)	Communication:	4
	Customer Service:	4
	Team Working:	4
	Managing Self and Others:	4
	Can do approach/Results:	4

For Official Use only			
Job title:	Joint Neighbourhood Enforcement Manager	Post no:	
Service:	Regulatory Services	JE score:	
Team:	Neighbourhood Enforcement	Pay band:	4
Location:	Waverley Borough Council, The Burys, Godalming, Surrey, GU7 1HR and Guildford Borough Council, Millmead House, Millmead, Guildford, Surrey, GU2 4BB	Position type: (if part time, working pattern)	Full time 37 Hours/ 5 days per week
REVIEWED BY:	Richard Homewood	DATE:	June 2025
CHECKED IN:	POD	DATE:	
LAST UPDATED:	Richard Homewood	DATE:	December 2025