

## Folkestone & Hythe District Council Job Description

JOB DETAILS	
<b>Job Title</b>	Environmental Enforcement Officer
<b>Service Area / Team</b>	Communities / Community Services
<b>Reports to</b>	Environmental Health (Pollution) Team Leader
<b>Post Number</b>	TH152
<b>Grade &amp; Annual Salary</b>	TBC
<b>Politically Restricted Post</b>	No
<b>DBS Requirement</b>	Standard

JOB PURPOSE
<ul style="list-style-type: none"> <li>To assist in the effective delivery of the environmental enforcement and patrol function in accordance with all relevant statute, guidance, policies and procedures and support the wider environmental protection function as appropriate.</li> </ul>

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
To undertake routine patrols in relation to dog control and littering offences.	Daily
To respond to environmental crime and community protection related service requests in a timely manner.	Daily
To respond to stray dog service requests including the seizure, transportation and micro-chipping of dogs in accordance with departmental policies and procedures.	Daily
To ensure all investigations / patrols are carried out in accordance with relevant legislation, guidance, policies, procedures and agreed service standards. Details of all visits, conversations, observations and actions are to be recorded and documented thoroughly for evidential and statistical purposes and stored in line with current guidelines.	Daily

Carry out recorded Interviews under Caution in line with the Police and Crime Act 1984 (PACE) and issue fixed penalty notices where appropriate in accordance with relevant policies and procedures. In consultation with the Environmental Health (Pollution) Team Leader, take any other appropriate enforcement action where necessary such as preparation of prosecution files, legal notices, reports, schedules, witness statements, and correspondence.	Daily
Attend court where necessary and provide witness reports.	As required
Remove or co-ordinate the removal of littering, fly-posting and small scale fly-tips from public land where practicable and report any other environmental issues observed to the relevant department or agencies for response.	Daily
Promote the development and implementation of educational activities where required. This may include presentations at public meetings, schools, District, Parish and Town Councils, staff, Neighbourhood Forums, Community Groups and businesses.	As required
Maintain a sound knowledge of relevant legislation and guidance.	Ongoing
Liaise, consult and provide reliable and accurate information and advice to external agencies, relevant stakeholders, Councillors, colleagues and members of the public as required.	Daily
Maintain and develop effective partnerships with the local Police, Environment Agency, KCC Community Wardens, and other Council departments.	Ongoing
Represent the Council / department at various internal and external meetings on matters relating to environmental crime.	As required
To assist with the updating and maintaining of departmental policies and procedures.	As required
Monitor CCTV footage and analyse data for enforcement and prosecution adhering to relevant procedures and protocols and including body worn cameras.	Daily
Operate as Duty Officer by rota to provide an advisory and support service for staff and public enquiries, allocate jobs to officers and support the dog warden in updating records as required. Respond to correspondence and emails as necessary.	Daily
Attend weekly Community Safety Unit (CSU) meetings to share and obtain sensitive information with a multi-agency and joined up approach to deal with issues within the community.	Weekly
Attend ward walk-about and other similar requirements (eg CSE inspections) with relevant individuals including Councillors, Residents Associations and CSU to assess problems within each ward area and give advice and guidance on enforcement issues such as littering, Anti-Social Behaviour and fly-posting.	Weekly
Any other reasonable duties that may be required from time to time including attending visits / inspections / meetings outside normal office hours.	As required

## CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

## ADDITIONAL INFORMATION

### Responsibility for Staff (direct reports)

n/a

### Responsibility for Staff (indirect reports)

n/a

### Financial / Budgetary Accountability

- Overall Accountability/control (£ value)
- Directly Managed (£ value)
- Income Generation (£ value)

n/a

n/a

Look at Fixed Penalty Notice generation at a rate of £100 per ticket issued with a team target of 150 per year and recharge fees for lost and found dogs including kennel fees. This can range from £25 and exceed £250.

<b>Responsibility for Physical Resources</b> <ul style="list-style-type: none"> <li>• <b>Vehicles / Equipment / Tools</b></li> <li>• <b>Information Systems</b></li> <li>• <b>Buildings / External Locations</b></li> <li>• <b>Maintenance</b></li> <li>• <b>Stocks / Supplies / Procurement</b></li> </ul>	<p>Responsible for laptop, mobile phone, footprint security fob, body worn camera's and ipads to use with CCTV equipment..</p> <p>Responsible for accurately updating M3, monitoring CCTV equipment and maintaining CCTV records / deleting records as appropriate.</p> <p>Responsible for Council vans, microchip scanners, microchips and implementation gun, sterilisation equipment and sharps bin, dog cages, dog catch poles, protective dog gloves, leads, muzzles, security footprint tracker fobs, pace notebooks, FPN book, sensitive paperwork and legal documentation. ....</p> <p>Key holder for dog kennels – responsible for opening and closing the building.</p> <p>Responsible for ordering dog cleansing equipment, signage and fixings, tools, keys for toilets (RADAR) bike for rural sites, uniform, PACE interview CD recorder and CDs, evidence bags, litter picker.</p>
<b>Responsibility for Service Contracts</b>	n/a

<b>The key decision making areas in the role</b>
<ul style="list-style-type: none"> <li>• Zero tolerance enforcement and educational information leading to issuing fixed penalty notices.</li> <li>• Unwell dogs taken to vets or kennels.</li> <li>• Issuing control orders to remove dogs.</li> <li>• Ill-treated dogs being returned to owners.</li> <li>• Decision to remove waste or fly-posting – no involvement with others.</li> <li>• Raising safeguarding issues -and attending meetings where required.</li> <li>• Equipment seizure – TVs, stereos, musical instruments etc., whilst considering families with children losing out.</li> <li>• Travellers – issuing notices and bailiffs when failing to move off land, completing welfare checks and assessing any mental health or vulnerability that may worsen the situation and establish if they can be moved safely.</li> </ul>

- Decisions on burning wrong items on bonfires – telling offenders to stop or remove items that are not garden waste.
- Witness statements and viewing CCTV – analysis of data to secure prosecution.

### The numerical measures in the role

Financial	Non-financial
<ul style="list-style-type: none"> <li>• Average fixed penalty notices – Team target of 150 per annum (£100 for notice) with a focus to increase these figures each quarterly period.</li> </ul>	<ul style="list-style-type: none"> <li>• Average lost dogs – Not targeted, however the number of dogs reported lost and then reunited (known as found) is based on advertising and clear communication between teams, computer systems and updating the kennel.</li> </ul>
<ul style="list-style-type: none"> <li>• Dog / kennel charges – not targeted but attracts a financial commitment to ensure monies are collected in full within a 7 day period of collecting the dog by the public before the dog can be returned.</li> </ul>	<ul style="list-style-type: none"> <li>• Average prosecutions – currently set to 5 per year with an emphasis to improve and exceed the set targets</li> </ul>
	<ul style="list-style-type: none"> <li>• Notices - (e.g. Section 12A, Section 46, Section 33 notices and Community Protection Notices). A target has not been set but an expectation of 50 per year would be considered achievable.</li> </ul>
	<ul style="list-style-type: none"> <li>• Trade waste – 1-4 designated areas per year on businesses to be targeted.</li> </ul>
	<ul style="list-style-type: none"> <li>• Patrol of wards and visiting hot spots (problematic areas) in the district – keeping the area clean and clear of litter and dog fouling, covering a total target of 2800 hours per year</li> </ul>

### NATURE OF CONTACTS

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Managers</li> <li>• Members</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Members of the public</li> <li>• Kennel holders, VETs</li> <li>• Veolia</li> <li>• External contractors such as Cannon Pest Control</li> <li>• Courts</li> <li>• Police</li> </ul>

	<ul style="list-style-type: none"> <li>• Kent Fire &amp; Rescue Service</li> <li>• Social Services</li> <li>• Trading Standards</li> <li>• Mental Health Team</li> <li>• Project workers</li> <li>• Immigration</li> <li>• Prestige – Translation service for persons from abroad</li> <li>• Royal National Lifeboat Institute &amp; Coastguard</li> <li>• Kent County Council</li> <li>• Department Vehicle Licensing Agency</li> <li>• Housing associations</li> <li>• Other Local Authorities</li> <li>• Schools</li> <li>• Businesses (trade waste)</li> <li>• Security – Bouverie Place</li> <li>• Locksmiths</li> <li>• Environment Agency</li> <li>• Kent Resilience</li> <li>• Dog Trust</li> </ul>
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## Progression in Role

### **Starting – the required related knowledge / skills / qualifications and experience required at selection**

The post holder will be expected to have previous experience of working in an enforcement role and a customer facing environment. Knowledge of PACE and interviewing under caution would be an advantage, along with dog control enforcement regulations. A commitment to training and willingness to undertake a Level 2 CIEH Award in Environmental Principles and Best Practice is required as a minimum whilst already achieving a good basic education at GCSE level (or equivalent) including Maths and English. Competency in Microsoft Office standard packages is essential.

### **Induction – what initial induction / training is required to become proficient in this role?**

During the first few weeks of employment the post holder will be expected to follow the basic corporate induction framework, attend the next available formal corporate induction session and complete any departmental induction requirements.

In addition, the post holder will need to undertake PACE training, identify primary local and district environmental impacts where enforcement would apply, understand key terms and definitions of pollution, learn basic principles, key concepts and importance of environmental law.

**Proficient – how would this be displayed in the role?**

The post holder will be able to patrol ward areas within the district and identify enforcement offences, serve the relevant Fixed Penalty Notices and issue educational letters to the public, as well as provide a supporting role to the Dog Warden for collection, detention and transportation of Dogs to and from the kennels without the need for anything more than minimal support or supervision and with the ability to advise managers on the appropriate procedures. More complex queries will still be referred to the Team Leader or Legal Services for guidance.

**Advanced – what additional characteristics will be displayed?**

In addition to the activities mentioned above, the post holder should become involved in more complex enforcement cases such as unauthorised encampments, Air Quality Tube testing and supporting the Environmental Protection Officers in their role with investigation work. The post holder will also be able to answer more complex questions relating to government legislation and the legal procedures with regards to prosecutions and removal of unauthorised encampments, demonstrating initiative in the way they research answers to queries before checking with either the Team Leader, Manager or Legal Services.

## Folkestone & Hythe District Council Person Specification

### Post Title: Environmental Enforcement Officer

#### Important Information for Applicants:

The criteria listed in this person specification are the requirements for the post. 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, you may not be shortlisted. Please give specific examples wherever possible.**

Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	<b>Essential</b> <ul style="list-style-type: none"> <li>Good basic education to GCSE A-C standard or equivalent (including Maths &amp; English)</li> <li>A relevant environmental related qualification or willingness to work towards CIEH Level 2 Award in Environmental Principles and Best Practice</li> </ul>	✓		
	<b>Desirable</b> <ul style="list-style-type: none"> <li>CIEH Qualified</li> </ul>	✓		
Experience and Knowledge	<b>Essential</b> <ul style="list-style-type: none"> <li>Experience of working in a customer facing environment</li> <li>Previous relevant experience in an enforcement role</li> <li>Experience of GIS and map based applications</li> <li>Knowledge of environmental and dog control enforcement regulations including the Dog Control Orders, the Police &amp; Criminal Evidence Act 1984, the Environmental Protection Act 1990 and the Anti-Social Behaviour, Crime &amp; Policing Act 2014</li> <li>Experience of operating MS Office systems such as Microsoft Word, Excel and Outlook.</li> </ul>	✓	✓	
		✓	✓	
		✓	✓	
		✓	✓	
		✓	✓	

	<b>Desirable</b> <ul style="list-style-type: none"> <li>Local authority policy enforcement experience.</li> <li>Experience in working with communities and partnerships in delivering educational initiatives / campaigns.</li> <li>Experience of working with or handling dogs.</li> <li>Experience of preparing prosecution files.</li> <li>Geographical knowledge of the district and surrounding area.</li> <li>Experience of operating NAFN and Atlas systems</li> </ul>	✓ ✓  ✓ ✓ ✓ ✓		
<b>Skills and Abilities</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Ability to work as part of a team</li> <li>Ability to operate on own initiative with minimal supervision</li> <li>Excellent written and oral communication skills</li> <li>High level of attention to detail and accuracy</li> <li>Competent user of IT, particularly Microsoft Office</li> <li>Proactive and committed to continued service and personal development</li> <li>Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.</li> <li>Ability to demonstrate a professional and customer orientated approach</li> <li>Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels</li> <li>Ability to patrol assigned areas of the District efficiently and effectively. Patrol vehicle provided.</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
	<b>Desirable</b> <ul style="list-style-type: none"> <li>Experience of camera surveillance and monitoring</li> </ul>	✓		
<b>Other</b>	<ul style="list-style-type: none"> <li>Full UK driving licence</li> </ul>	✓		