

Post title	Enforcement Officer
Division / Section	Housing and Regulatory Services / Regulatory Services
Department	Place
Responsible To	Team Leader or appropriate line manager
Number of post holders	5-5
Acting up/ Secondment	This job description does not relate to an acting up or seconded post

Purpose of Job

Assist in the delivery of high quality, customer-focused outcomes in relation to the Environmental Health, Licensing and Trading Standards services.

Will undertake the statutory functions of Community Safety in relation to Environmental Health, Trading Standards and Licensing legislation, excluding those more demanding and complex cases.

Provide advice, assistance, education or guidance to businesses, industry and consumers, as appropriate. Undertake programmed inspections, sampling, reactive and project work.

Major Tasks

Required to investigate, assess and enforce legislation. Activity will include dealing with service requests, programmed inspections of various types of premises, investigations, test purchases and sampling. This includes execution of projects with specific regard to particular issues within their service area.

Assist, witness and corroborate other officers in the discharge of relevant duties.

Provide advice, guidance and education to businesses/public regarding compliance with legislation. Assist in the provision of consumer education, where appropriate.

Undertake enforcement work as directed, these duties to be discharged in line with the requirements of Environmental Health, Trading Standards and Licensing legislation and associated practice guidance, including inspections, sampling, surveys and surveillance, investigations, technical testing, assessment, corroborating other officers evidence and actions etc.

Required to gather evidence during investigations of breaches of legislation, in accordance with Scottish Criminal procedure. Interview persons or representatives of companies under caution and where required take witness statements. This includes corroborating other officers evidence and actions etc. It is expected that they will deal with less complex investigations.

As directed, prepare and issue warning letters, statutory notices and fixed penalty notices as appropriate. Attend court to give evidence, as required.

Will prepare and submit formal reports to the Procurator Fiscal Service, detailing relevant criminal offences. In relation to less serious infringements, take appropriate corrective enforcement action in keeping with the Enforcement Concordat and the Council's Enforcement Policies.

Provide advice and guidance to the public and businesses on relevant consumer rights or statutory compliance in relation to their service area.

Will create and maintain records of the visits or inspections undertaken and all enforcement action and other actions taken using the electronic recording system (APP). Collate and prepare information on work, as required.

May provide talks, presentations and seminars to customers, including local groups or schools.

Contribute to the operational development of the team including continuity planning, business or service planning.

Supervision and Management of People (Numbers and type of staff)

No direct supervisory responsibility, but may be required to mentor and support less experienced staff during their development.

May be required to train underage sales volunteers, supervise them during test purchasing and at all times oversee their safety and welfare.

Creativity and Innovation

Required to interpret legislation, codes of practice, statutory guidance.

Required to investigate, assess and administer legislation, which necessitates a degree of legal understanding and interpretation. Gathering such evidence may involve appropriate questioning to elicit information required. Required to vary tactics and approach to enforcement, often in real time situations, to ensure appropriate evidence is collected.

Assist in the planning and development of projects or special investigations.

Contacts and Relationships

Develop and maintain effective relationships with a diverse range of people and organisations including, officers from other CEC departments and local authorities and public bodies, partner agencies, the public and representatives of the business community.

Will at certain times have contact with customers who can be challenging and the post holder will be required to resolve conflict, negotiate and suggest alternatives in order to deliver the Council's objectives.

Examples of these contacts:

- Members of the public and business community who regularly require advice, assistance and support in all aspects of Environmental Health, Trading Standards or Licensing activity
- Liaison with the Procurator Fiscal Service regarding the submission of reports for criminal prosecutions
- Liaison with the Public Analyst on technical, analytical and scientific issues related to enforcement activities
- Regular liaison with other public agencies, including Health and Safety Executive, Police, Fire Service, Scottish Water, HMRC, Social Care and Social Work Improvement Scotland, NHS Lothian and Housing Associations.

Decisions (Discretion)

Required to interpret legislation, investigate and make decisions regarding legal compliance and instigate appropriate action whilst in the field, assessing both the consequences and the potential remedies available.

Required to assess whether enforcement action may be avoidable by providing business advice and recommendations on best practice and compliance obligations and/or issuing a statutory notice, as applicable. When giving advice and guidance to a business, required to ensure that the business is aware of the difference between their legal obligations and best practice.

Will normally work mainly on their own initiative within clear procedures. Problems are generally required to be solved within agreed procedures, with issues that are non-routine or complex referred to the Team Leader for instruction.

Decisions (Consequences)

Decisions, advice and recommendations made in the execution of duty may have a financial and/or operational impact on business operators, traders and the public.

Actions may involve the seizure of documents, unsafe equipment, noise-making equipment, unfit food, and may require prohibition of work activity the immediate closure of food businesses where the officer deems there is an imminent risk to health and safety.

Enforcement actions will improve, protect and safeguard the quality of life for the public, visitors and employees who live and work within the City of Edinburgh.

Resources

Will be responsible for

- Proper use and security of any vehicle assigned to them.
- Proper use and security of higher cost items, e.g. noise and other sampling and monitoring equipment, computers / laptops, mobile phones, cameras and PPE

Will have responsibility for items seized, detained or condemned in the execution of duties, which can be of significant value both financial and evidential.

Environment – Work Demands

Expected to manage their own workload, including special projects, within appropriate deadlines and set objectives.

Re-prioritise work on a regular basis.

May be required to work outwith normal working hours and when necessary will be required to participate in formal standby arrangements

Environment – Physical

This post is a mixture of office-based and field activity. The field work requires a certain physical fitness, occasional working in awkward positions, confined and awkward spaces (20 – 25%) and at heights. Periodic moving of heavy objects and a certain amount of manual handling. (20%)

Environment – Working Conditions

The post incorporates office work and will include long periods of outdoor work. The post holder will be required to make visits to a variety of locations where they may encounter difficult, unpleasant and potentially hazardous working conditions. This could include outside for a substantial period, in freezers or other chillers, poorly ventilated, noxious working environment and in some cases farm yards etc . (60%)

Environment – Work Context

Whilst undertaking all duties, will be required for their own health and safety to take cognisance of their environment and to assess the risks associated with their potential working situation.

Will be required to demonstrate resilience when he/she encounters vulnerable individuals or situations.

Knowledge and Skills

Educated to SVQ3

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention,

taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).