POST TITLE	**Senior Street Enforcement Officer**
DIRECTORATE	**Place**
SERVICE	**OPERATIONAL SERVICES - NETWORK MANAGEMENT AND ENFORCEMENT**
RESPONSIBLE TO	**Senior Street Enforcement Team Leader**
NUMBER OF POST HOLDERS	**4**
ACTING UP/ SECONDMENT	**0**

PURPOSE OF JOB

To undertake a variety of duties to improve the safety and quality of the street environment with a primary focus on enforcement by using delegated statutory functions. In addition, to support and assist the Senior Street Enforcement Team Leader and the Service Manager in the delivery of the service, including the supervision of Street Enforcement Officers on a day-to-day basis, and providing technical advice on statutory functions and legislation.

This will involve extensive communication and engagement with members of the public, businesses, other Council services and other stakeholders and will include carrying out investigations and involvement in the most demanding and complex cases and taking on cases that have been escalated by Street Enforcement Officers due to their complex nature.

Note: working area may change and there is a possibility that a Senior Street Enforcement Officer will be asked to work in different parts of the city at different times and on an ongoing basis.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Supervise and lead the work of the officers in the team, providing support advice and guidance to the team and deploying and tasking the team in accordance with the priorities set out by the Senior Street Enforcement Team Leader / Service Manager.
- Ensure officers carry out their duties safely and in line with relevant policy, procedures and legislation.
- Provide mentoring, training and support to officers in the team and other staff as required, identifying training and development needs and ensuring appropriate measures are put in place.
- Provide feedback to officers and to the Senior Street Enforcement Team Leader to assist with performance improvement and provide input to regular 1:1s and Annual Performance Conversations to support officers in improving their performance in their role.
- Carry out foot and mobile patrols, which may include driving a Council vehicle, to identify environmental offences and take appropriate enforcement action by using delegated statutory functions under relevant Environmental legislation.
- Respond to enquiries, shared intelligence and complaints from members of the public, businesses, Councillors, other Council services and other stakeholders and provide advice, guidance or take enforcement action as appropriate and within the delegated functions of the role.
- Proactively identify issues that are affecting the quality, safety or accessibility of the street environment, reporting issues and infringements to other services as required.

- Work in partnership with Council services, partners, and other stakeholders to address issues affecting the quality of the street environment, developing tailored or targeted approaches as required to improve performance or to meet statutory indicators. This will in particular include working with colleagues in Network Management and Enforcement and in Waste and Cleansing but will include other services and partners.
- Contribute to the development and implementation of targeted initiatives to support local priorities or local / citywide campaigns, which may include attendance at community based meetings such as Neighbourhood Networks or Community Councils.
- Maintain accurate records of inspections, complaints and all other work undertaken ensuring systems are fully and comprehensively updated in a timely manner.
- Prepare reports on investigations undertaken, obtain relevant statements and gather evidence, with recourse to the appropriate line manager as required.
- Take the lead in more complex or serious cases, taking forward detailed and complex investigations, with recourse to the Senior Street Enforcement Team Leader or Service Manager as required.
- As reporting officer, brief the Procurator Fiscal on report and background to infringements in preparation for court hearing, giving evidence in court.
- Contribute to the continuous improvement of the service by participating in and providing support, feedback and input to projects or service developments.
- Work under any of the statutory functions, excluding those requiring a specific qualification.
- Undertake other relevant duties in accordance with the function and grading of the post as required.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Educated to at least SVQ Level 4 or equivalent with previous experience being taken into account.
- Required to demonstrate competence in carrying out the full range of regulatory/enforcement duties expected of this post, across a broad based work area and able to work without direct supervision. The post holder requires to have an awareness and understanding of the legislation enforced and listed in the warrant cards which includes the main powers authorised under the Environmental Protection Act, the Civic Government(Scotland) Act, the Dog Fouling (Scotland) Act, the Roads (Scotland) Act, the Refuse Disposal Amenity Act and other named legislation.
- Use a range of IT applications including, but not limited to, Microsoft Office, Confirm and APP.
- Have the ability to organise and manage own workload.
- Have the ability to plan, organise and manage the workload of a team in accordance with priorities set out by the Senior Street Enforcement Team Leader or Service Manager.
- Be able to demonstrate leadership, and provide clear direction, guidance, feedback and support to officers
- Have the ability to be mobile in responding to the service demands of the role, which will require movement across a wide geographical area.
- Vary tactics and approach to enforcement duties, giving consideration to relevant policy, procedure and legislation, seeking advice when appropriate from a more senior colleague.
- Make decisions on level of action to be taken in individual cases, giving consideration to compliance with legislation or codes of practice in specified areas of legislation as indicated in the Street Enforcement Officers warrant card.
- Make decisions on more complex, technical or sensitive issues that have been escalated by other officers in the team.

- Prepare a wide range of reports which will vary in complexity for possible prosecution and presentation of case details.
- Ensure written reports are comprehensive and meet the full requirements of the Procurator Fiscal to ensure cases can be progressed.
- Carry out research for projects to be undertaken and participate in the implementation of service improvement or development.
- Liaise with senior staff on activities of a more complex nature.
- Advise members of the trade & public on the requirements of legislation enforced by identifying the section or regulations relevant to the specific nature of the case or offence.
- Daily contact with staff from across the Place Directorate and other Council services and partners, eg Police Scotland.
- Daily contact with members of the public and traders dealing with inspections, complaints and enquiries often involving challenging and confrontational situations where enforcement action is being taken.
- Regular contact with Procurator Fiscal and their Depute, Officers of other Local Authorities, Elected members and Voluntary bodies etc.
- Occasional attendance at meetings with community groups.
- Requirement to bring to attention of senior staff activities of a more involved and complex nature and participate as required in the resolution of such complex problems.
- Carry out personal risk assessments in respect of individual safety in patrolling and enforcement situations. This may result in officers being required to take decisions not to take certain actions or to remove themselves from a high risk situation in the interest of personal safety or safety of others.
- Decisions in respect of statutory notices issued and reports to the Procurator Fiscals Office can have a significant impact and financial consequence on a member of the public or a business accused of being in breach of relevant legislation. Effects of decisions would normally be quickly known and readily amended if necessary.
- The Street Enforcement Service is both highly visible and front facing and therefore competency and professionalism in the enforcement of legislation is essential to mitigate against any reputational risk to the council.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Will be required to work without direct supervision and be able to oversee the work of the team without direct access to a more senior member of staff for around 60% of their time.
- The work can be subject to interruption to the programme of tasks but does not normally involve any significant change and most tasks will be planned. The main functions of the post holder will normally be constant, with occasional peak demands. Some tasks will be time-sensitive.
- The work involves physical effort, including extensive on foot patrolling. The work also includes the searching of fly tipped items such as bags of waste and communal bins, stair-climbing, covering rough terrain both on public highway and parkland. These duties will require effective practice of safe manual handling.
- The majority of work is performed outside and involves exposure to all weather conditions.

- Work potentially involves moderate risk to personal safety of injury, arising from the environment or the public/clients. Working in potentially dirty situations when searching for evidence. Prior to and in the course of carrying out a search, the post holder is expected to carry out a dynamic risk assessment to identify the potential risk of discovering waste items such as needles, used sanitary items, broken glass.
- There will be a key focus on undertaking enforcement action; this is likely to meet with negative and at times aggressive reactions from members of the public or traders.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- Up to 6 Street Enforcement Officers (GR5)

RESOURCES

- Responsible for any uniform and Personal Protective Equipment supplied to him/her by the Council for the carrying out of duties.
- The post holder will also be responsible for adhering to Council rules when using any Council vehicle as part of his/her duties.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

- 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 take 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.

Additional information can be found in the Council Health and Safety Policy.