



<b>JOB TITLE:</b>	Community Protection Enforcement Officer		
<b>GRADE:</b> <b>JOB CODE:</b>	G7 EE174COOMG7	<b>SERVICE AREA:</b>	Resilient Communities
<b>REPORTS TO:</b>	Team Leader Community Protection	<b>LOCATION:</b>	Civic Centre (or as otherwise directed)
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"><li>• The post will work a 37 hours over 5 days within a Monday to Saturday 07.30 to 19.00 hrs shift pattern. The post holder will be required to undertake planned duties and/or reactive responses outside normal working hours, including at short notice.</li><li>• A rota for out of hours duties may from time to time be in place and will be subject to the Authority's terms and conditions as may be in place at the time. The post holder will be required to work on such a rota if it is in place.</li><li>• The post holder must meet the mobility requirements of the post. The post requires a significant amount of time working outdoors and on foot patrol.</li><li>• To communicate verbally with customers and provide advice and/or information in accurate spoken English</li><li>• The post holder will normally be expected to wear uniform whilst on duty.</li><li>• The post holder may agree in writing with their manager in advance a varied work pattern for a particular planned out of hours operation and duties.</li></ul>		

**1. Main purpose of the job role:**

- Under the general direction of the Team leader Community Protection deliver the Community Protection Service, in line with current corporate, national and regional policies and priorities.
- Through the day to day provision of a visible patrolling role deliver an enforcement and reassurance service for residents, businesses and visitors to Walsall.
- Deal with incidents, requests for service and enforcement related to licensing enforcement, environmental crime, statutory nuisance, certain elements of pollution, anti-social behaviour, highway enforcement and unauthorised encampments but this list is not exhaustive and may change from time to time.

## **2. Role specific duties and accountabilities:**

### **Secure Compliance with Legislation Within the Scope of Responsibility of the Team**

- Undertake a visible patrolling service to secure compliance with the legislation enforced by the team, working in partnership with other services, partners and stakeholders.
- Investigate complaints and enquiries on civil and criminal matters and provide advice to members, residents, consumers and business in line with legal requirements and service policy
- Provide support and advice to business, where appropriate on an individual or sector basis.
- Maintain such electronic and paper records as are required to meet legal, analytical and service monitoring and reporting requirements.

### **Deal With Non-Compliance**

- Investigate offences and other incidents of non-compliance with legislation within the scope of the service in line with policies procedures, service standards and statutory requirements. This will include carrying out PACE interviews, taking witness statements, maintaining security and continuity of evidence, undertaking mediation and working with other services and external partners, as required.
- Prepare and submit reports for criminal prosecution, formal civil proceedings, applications for injunctions and orders and licence reviews and serve notices in relation to breaches of legislation in accordance with service standards and statutory requirements
- Participate in the Community Trigger Process as required under the Anti-Social Behaviour Crime and Policing Act 2014
- Operate a victim centred approach to those affected by criminal activity, with specific focus on vulnerability, risk, threat and repeat victimisation.
- Support the Community Protection Officers in managing unauthorised encampments through the full legal process up to and including eviction.
- Give evidence in criminal and civil courts, at applications for licence reviews and committee hearings or consultations and appeals as required.

### **Represent The Service**

- Working with communities, partners and stakeholders, deliver the localism agenda, ensuring there is effective engagement, focusing on the needs of communities.
- Identify opportunities to promote the service in the full range of media outlets.
- Support the team leader in the development and production of advice and guidance resources for businesses, residents and consumers on the work of the service, compliance and to facilitate self-help.

## **Quality Management**

- Implement relevant internal and external quality systems for the service and team to ensure the service complies with all legal and corporate requirements and delivery of a quality service meeting service standards, KPIs etc.
- Maintain equipment belonging to or in the control of the service to ensure its traceability and suitability for purpose.
- Assist in the production and submission of statistics to national bodies, government departments, Freedom of Information, Data Protection or Environmental Information Regulation enquiries.

## **Finance And Property Control**

- Comply with corporate and legal requirements in relation to procurement and invoicing.
- Comply with corporate and legal requirements in relation to the handling of cash.
- Ensure compliance with such systems as are in place for the secure storage and, where appropriate, continuity of evidence of goods and property which comes into the custody or control of, or which belongs to, the service (including testing equipment).

## **Management, Training and Development**

- Assist the Team Leader Community Protection in the development and implementation of a service plan and team plan to support the objectives of the service.
- Carry out and deliver training and development of colleagues, partners and stakeholders as required, inputting into the development of that training as directed.
- Identify your own learning and development needs, including keeping up to date with local, regional and national issues and best practice and legal developments relevant to the post and undertake appropriate learning and development activities, appraisals and CPPD processes.
- Comply with the procedures and systems that are in place in relation to the health and safety at work requirements in relation to the team, including taking responsibility for your own safety and that of colleagues and members of the public.
- Ensure compliance with legal and corporate requirements and policies on equalities in delivering the service.
- Ensure compliance with such systems as are in place for the secure storage and appropriate sharing of personal data in compliance with legal and corporate requirements.
- Support officers in other teams and services to respond to work pressures and civil emergencies and to undertake such other duties as are commensurate with the grading of the post.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Community Protection Enforcement Officer	GRADE G7	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Good written communication skills and experience of writing reports for management for prosecutions; court applications etc; as well as be able to communicate in writing with the full range of service users	A/I	2
Excellent verbal communication skills (in accurate spoken English) to represent the service at corporate and external forums and to be able to give evidence in court. To be able to mediate and negotiate between parties and communicate with the full range of service users and partners	I	3
Good public speaking and presentation skills to represent the service at operational forums, including community and business meetings as required and to give evidence in civil and criminal courts and licensing hearings	A/I	2
Able to devise creative and innovative solutions (including planning and prioritisation of work) to achieve positive outcomes and impacts for service users, residents, businesses and visitors to the borough in line with corporate and service priorities	A/I	3
Excellent team player and ability to train colleagues. Ability to identify own training needs and undertake training including attending training courses as required.	A/I	3

A methodical approach good accuracy and attention to detail in carrying out work	A/I	3
Able to develop and maintain excellent working relationships with a wide range of people and organisations, including other LAs, council departments, partners and stakeholders, public and community groups	A/I	3
Good IT and technical skills for the use of appropriate tools and resources to deliver the service	A/I	2
Ability to work within the service's quality systems and provide advice to businesses, residents, partners and other stakeholders.	A/I	2
Ability to deal with conflict and challenging situations	A/I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Working knowledge of the requirements of the full range of criminal and civil legislation within scope of the team and detailed knowledge of at least one of the following: environmental crime, ASB.	A/I	3
Excellent knowledge and evidence of practical application of the wide range of tools and powers for effective enforcement of the legislation within scope of the service	A/I	3
Able to devise creative and innovative solutions (including planning and prioritisation of work) to achieve positive outcomes and impacts for service users, residents, businesses and visitors to the borough in line with corporate and service priorities	A/I	1
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Good general education including English and Maths to level 2 on the national qualifications framework.	A/I	3
Practical experience in relation to relevant criminal and/or civil law investigations and the enforcement of legislation preferably within scope of the role will be required.	A/I	2
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
An awareness of, and commitment to health and safety requirements applicable to the service	I	2
Willingness to work out of hours, including evenings and weekends, and at short notice and on rota as required. Willingness to work outdoors for extended periods of time.	I	3
Day to day use of a suitable motor vehicle including for out of hours working	A/I	3
<b>Prepared by:</b>	David Elrington	<b>Date:</b> 3/10/23