



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Community Protection Officer		
GRADE:	G8	SERVICE AREA:	Community Safety & Enforcement
JOB CODE:	EE49COMM8		
REPORTS TO:	Team Leader Community Protection	LOCATION:	Civic Centre or as otherwise directed
SPECIAL CONDITIONS:	<p>To deputise for the Team Leader Community Protection as directed and required.</p> <p>The post holder will be required to undertake duties outside normal working hours, including at short notice and may agree with their manager in advance a varied work pattern for a particular planned out of hours operation and duties.</p> <p>The post holder must meet the mobility requirements of the post (day to day use of a suitable motor vehicle including for out of hours work).</p> <p>Leave pairing with the other Senior Officer(s) and Team Leader as required.</p>		

1. Main purpose of the job role:

- Under the general direction of the Team Leader Community Protection deliver, the service in line with current corporate, national and regional policies and priorities.
- Allocate work, identify and prioritise high risk cases, develop projects to tackle issues within scope of the service and positively contribute to partnership working to ensure resources are deployed to best effect to achieve appropriate impacts and outcomes for residents, businesses and visitors to Walsall.
- The service is currently responsible for licensing enforcement, highways enforcement, environmental crime, noise, certain elements of pollution, anti-social behaviour, unauthorised encampments, traveller site 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

1. Identify trends and developing issues within the scope of the role and work in partnership with other services and stakeholders where appropriate, including adopting a regional approach when required, to effectively tackle these issues.

2 Propose and assist in implementing solutions and strategies for the team and service to meet corporate, national, regional and service objectives and priorities, using the full range of enforcement

tools and powers. This should include but not be limited to service of notices, seizure of equipment, goods and records, prosecutions, sampling & test purchase programmes, projects, advice to business, residents and consumers, early intervention mediation and negotiation.

3 Provide support and advice to business, including Primary Authority and Home Authority businesses, where appropriate on an individual or sector basis.

4 Investigate routine and complex complaints on civil and criminal matters and provide in depth advice to members, residents, consumers and business in line with legal requirements and service policy

5 Maintain such electronic and paper records as are required to meet legal, analytical and service monitoring and reporting requirement.

6 Undertake the duties required by the service as a responsible authority under the Licensing Act 2003, the Gambling act 2005 and such other legislation as may be in force including evaluating licence applications, making representations and submitting applications for a review of premises licences and act as a consultee for the Anti Social Behaviour Crime and Policing Act 2014, planning and other statutory, formal and informal internal and external consultation processes

Deal With Non-Compliance

7 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.

8 Participate in the Community Trigger Process as required under the Anti Social Behaviour Crime and Policing Act 2014

9 Operate a victim centred approach to those affected by criminal activity, with specific focus on vulnerability, risk, threat and repeat victimisation.

10 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

11 Manage unauthorised encampments through the full legal process up to and including eviction

12 Give evidence in criminal and civil courts and present applications for licence reviews and representations to committee hearings or consultations and appeals as required

Represent The Service

13 Represent the service at corporate, regional, multi agency and other operational forums as required.

14 Working with communities, partners and stakeholders, deliver the localism agenda, ensuring there is effective engagement, focusing on the needs of communities.

15 Identify opportunities to promote the service in the full range of media outlets.

16 Identify opportunities for marketing strategies for the service, particularly in relation to revenue streams, as may be required and implement those strategies that are adopted.

17 Support the team leader in the development and production of advice and guidance resources for business residents and consumers on the work of the service, compliance and to facilitate self-help.

18 Liaise with senior managers and elected members on issues relating to the service as directed.

Quality Management

19 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.

20 Maintain equipment belonging to or in the control of the service to ensure its traceability and suitability for purpose.

21 Assist in the production and submission of statistics to national bodies, government departments, Freedom of Information, Data Protection or Environmental Information Regulation enquiries.

22 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.

Finance And Property Control

23 Comply with corporate and legal requirements in relation to procurement and invoicing

24 Comply with corporate and legal requirements in relation to the handling of cash

25 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

26 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

27 Carry out and deliver training and development of colleagues, partners and stakeholders as required, inputting into the development of that training as directed.

28 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

29 Undertake one or more lead officer roles for local issues and in regional focus groups as may be required.

30 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 his/her areas of responsibility.
- 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 Officer		GRADE G8
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	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - 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
Leadership - 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	
Accountability - 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
Transparency - 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
Ethical - 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.	I	3
Abilities/Skills: (refer to JE guidance document)		
1 Excellent written communication skills and experience of writing reports for management and stakeholders and prosecution reports; applications for injunctions and orders; committee reports as well as be able to communicate in writing with the full range of service users	A/I	3
2 Excellent verbal communication skills to represent the service at corporate and external forums and to be able to give evidence in court and present at committee hearings. To be able to mediate and negotiate between parties and communicate with the full range of service users and partners	I	3
3 Excellent public speaking and presentation skills to represent the service at corporate, regional, multi agency and other operational forums as required and to give evidence in civil and criminal courts and licensing hearings	A/I	2
4 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 such area.	I	3
5 Excellent knowledge and evidence of practical application of the full range of tools and powers for effective enforcement of the legislation within scope of the service	A/I	3
6 Able to devise creative and innovative solutions 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
7 Excellent team player and ability to train and mentor colleagues including devising creative and innovative solutions for problems affecting the service and team. Ability to identify own training needs and undertake training including attending training courses as required.	I	3
8 Willingness to work out of hours, including evenings and weekends, and at short notice and on rota as required	A/I	3
9 A methodical approach, excellent ability to prioritise work and attention to detail in carrying out work	A/I	3

10 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
11 Excellent IT and technical skills for the use of appropriate tools and resources to deliver the service	A/I	2
12 Ability to develop and maintain the operation of the service's quality systems and provide Home Authority. Primary Authority and QA advice to business	A/I	1
13 Ability to deal with conflict and challenging situations	I	3
14 Ability to understand and apply health and safety requirements applicable to the service	I	3
15 Day to day use of a suitable motor vehicle including for out of hours working	A/I	3
16 An awareness of, and commitment to, equality of opportunity	I	
17 Awareness of, and commitment to, confidentiality and handling data	I	
Two years 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
Qualification: 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.		
To have qualifications relevant to the duties as set out in the JD/ES (examples below), be prepared to study and attain such a qualification within 12 months of employment for the others or have two years experience in an enforcement role which undertakes similar activities to this post. The Certificate of Technical Competence in Noise monitoring Level 2 Award for Licensing Practitioners BTEC Level 3 Advanced Award in Neighbourhood Nuisance and Anti-Social Behaviour Case Working	A/I	3
Good general education including English and Maths to GCSE or equivalent (level 2 on the national qualifications framework)	A/I	2
Prepared by:	David Elrington	Date: Reviewed: February 2025