

JOB DESCRIPTION

Job Title:	Place Protection Officer (Enforcement)	Job Number: (Official use ONLY)	
Department / Service:	Place Protection Operations		

Grade: (and salary)	G4 £33,699 to £39,862 + 10% Shift Allowance*	Post Restrictions:	N/A
Main location: (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough Hampshire GU14 7JU	Sensitive and/or Regulated Activity: (i.e. for which DBS check required)	Yes

* May be subject to review

Job Purpose (Max 100 words)	To contribute towards improving feelings of safety for our residents, business and visitors by deterring and tackling issues of antisocial behaviour, environmental crime and parking violations. Delivered via methods of engagement, education, encouragement and enforcement where necessary.
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Main Duties	Frequency i.e. how often
<p>General Duties & Responsibilities</p> <p>In accordance with all relevant laws, policies, procedures and guidance – To undertake high visibility uniformed patrols across the borough dealing with both reported and self-identified issues.</p> <ul style="list-style-type: none"> To contribute towards tackling antisocial behaviour and wider community safety issues within the borough. Identifying, investigating and, where possible, resolving concerns/issues reported (utilising early intervention options and delegated powers. To identify, investigate, remove and/or resolve enviro-crimes (e.g. dog fouling, un-taxed and/or abandoned vehicles, graffiti, fly-tipping, littering etc) with tools and powers available including, where appropriate, enforcement action. To identify, resolve and respond to other community and environmental issues, defects and risks as may be appropriate; taking such steps to ensure any intervention is appropriate or, as the case may be, to minimise or reduce the impact or risks concerned. To liaise and work in partnership with internal colleagues and those external to the council (e.g. the police, interest groups, individuals and parents, housing associations, and other government bodies), to problem solve and case manage enviro-crime, anti-social behaviour, homelessness related issues and identified parking concerns across the borough. To confidently identify and respond to enforcement, maintenance or 	Daily

	<p>environmental related issues within council-controlled carparks engaging and undertaking a proportionate response to any identified issues.</p> <ul style="list-style-type: none"> • Patrol council operated car parks within the Borough, check vehicles for valid tickets, permits and Blue Badges, which extends to the inspection and confiscation of Blue Badge misuse. Issue Penalty Charge Notices to vehicles parked in contravention. Conduct visual inspections of the condition of the car parks and report any defects such as potholes or missing signs. • Operate hand-held electronic devices for processing Penalty Charge Notices, take appropriate photographic evidence and compile contemporaneous notes to support the contravention. • Inspect ticket machines, replenish ticket stock, conduct first line maintenance for faults. Ensure machines are in full working order prior to patrols. • Undertake and complete a large number of scheduled visual audits in relation to street cleanliness. Take photos and update records accordingly. 	
<p>Compliance & Enforcement Activities</p>	<p>Officers are expected to act proportionally to received reports or self-identified issues and to be able to articulate and evidence their decisions in respect of any further action undertaken.</p> <p>Officers will be responsible for their workload and case files with interventions conducted following the 4E principles.</p> <ul style="list-style-type: none"> • Engagement • Education • Encouragement • Enforcement <p>Officers will comply with both local policy and follow legal guidelines to:</p> <p>Gather, handle and prepare evidence of enviro-crime, parking infringements and antisocial behaviour where necessary (e.g. photographs, witness statements, carrying out interviews, including interviews under caution).</p> <p>Where appropriate, to issue Penalty Charge Notices (PCNS) for parking infringements.</p> <p>Where appropriate issue warning notices and/or Fixed Penalty Notice's (FPN's) for enviro-crime and antisocial behaviour or make onwards referrals for prosecution or other enforcement option as appropriate.</p> <p>Where appropriate, to prepare for and attend court as needed/directed.</p>	<p>As required</p>
<p>Other Duties & Responsibilities</p>	<p>To promote the work of Place Protection and wider council services in all work activity, engaging with members of the public, partners and other services as appropriate.</p> <p>To assist in the development, review and implementation of service policies, procedures, specifications and/or guidance and to contribute to the development of the service generally.</p> <p>To prepare and issue all necessary correspondence, documents, information and/or</p>	<p>Daily / As required</p>

	<p>guidance (e.g. emails, letters, reports, evidence, court case files etc) necessary in exercise of this role.</p> <p>To ensure that all activities are suitably recorded and information is reliable, accurate, complete, timely and is securely handled, redacted and/or stored to maintain confidentiality where applicable.</p> <p>To help implement new regulations and legislation as required.</p> <p>To assist the Council in response to any civil contingency and/or emergency as may be appropriate or directed.</p>	
Note:	Main duties may be subject to change.	

Additional & Special Conditions

Duties, Tasks & Activities	(E)ssential or (D)esirable	How Assessed i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal
<p>Vetting and Registration</p> <p>Before employment commences the postholder will need to clear vetting with relevant third parties deemed necessary to perform aspects of the role. The Non-Police Personnel Vetting Level 2 Abbreviated vetting process undertaken by Hampshire & Isle of Wight Constabulary is very thorough, it reviews many aspects of your private life, some areas reviewed include offending history, family and associates, financial circumstances, use of social media and websites visited.</p> <p>If you clear vetting with no objections from the police you will be required to undertake and complete the Community Safety Accreditation Scheme (CSAS) course. This is a pass-fail course and includes a final examination. Refresher training for CSAS is required every 3 years. All CSAS course are certificated, and copies will be forwarded to the police in order to support your application for certain accredited police powers.</p> <p>It will be the postholders responsibility to ensure that third parties are informed of any changes to circumstance, engage and follow subsequent scheduled re-vetting checks and to maintain cleared vetting status whilst employed in this post.</p> <p>In addition to vetting and passing the CSAS course you will be required to complete registration to access the National Anti-Fraud Network database to carry out certain aspects of your investigations. This and other systems you will be accessing are audited and you must be able to evidence (at any time) legitimate reasons to access data held.</p>	E	A + I
<p>Driving Licence</p> <p>In order to carry out the requirements of this role the postholder must also hold a full UK Driving Licence and ensure its status remains valid to drive. Access will be provided to company insured vehicles (some fitted with trackers) which the driver will be required to inspect, report defects and record details. Employees using vehicles will be required to evidence their driving licence status upon request. Checks are carried out on a 6-month basis.</p> <p>It will be the postholders responsibility to ensure that their manager is informed of any changes to their driving circumstances.</p>	E	A + I

<p>Uniform</p> <p>The post holder will be required to wear an approved uniform and will be expected to always present themselves in a professional manner.</p> <p>This uniform includes body armour and appropriate footwear which are deemed as essential pieces of kit. Officers are required to wear these alongside other items of personal protective equipment.</p>	E	I
<p>Working Hours</p> <p>Working hours are organised in accordance with the service and will include evenings, weekends, public holidays. A rota will be followed however there is a need to be flexible, ready to change working hours at short notice, to ensure service delivery. Officers are not normally required to work Christmas Day, Easter Sunday or New Years Day.</p> <p>The majority of patrols will be carried out on foot but access to vehicles will be available.</p>	E	A + I
<p>Other Duties</p> <p>For reasons of organisational efficiency, flexibility and responsiveness, as well as personal development, the post holder may be required to -</p> <p>(a) multi-skill within and/or across the organisation; and/or</p> <p>(b) undertake such other duties, responsibilities and projects ...</p> <p>... as may reasonably be required from time to time to a level commensurate with the role and general responsibilities of the post.</p>	E	I

Corporate Standards

The post holder must carry out all duties and responsibilities with full regard to the Council's suite of employee standards and policies, inclusive of Health & Safety, Equality & Diversity, ICT Acceptable Use Policy, Values and Behaviours Framework etc.

NB: This list is not comprehensive.

PERSON SPECIFICATION

Experience, Knowledge, Technical Competencies & Qualifications

	Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal
Skills, Knowledge & Technical Competencies	Good organisational and administrative skills.	E	A / I / T
	Good interpersonal skills including the ability to deal with conflict, antisocial behavior and those who are breaking by-laws or behaving inappropriately.	E	A / I
	Good verbal and written communication skills to competently produce emails, letters, reports, statements, court case files etc.	E	A / I / T
	Ability to analyse, interpret, understand and implement legislation, regulations, guidance, codes of practice and conditions that relate to them.	E	A / I
	Ability to identify and effectively apply the most appropriate compliance and/or enforcement option(s) in the circumstances.	E	A / I / T
	Ability to establish, develop and maintain positive working relationships with all stakeholders.	E	A / I
	Proven ability to learn quickly and effectively.	E	A / I
	Computer and mobile device literate.	E	A / I
	Good working knowledge of the Environmental Protection Act 1990, Health & Safety at Work Act 1974 and other legislative regimes relevant to the post.	D	A / I
	Good working knowledge of PACE, RIPA, CPIA and Human Rights Legislation and ability to consider and transpose this into all service related work.	D	A / I
	Good working knowledge of the Traffic Management Act 2004	D	A / I
	Good investigative skills and knowledge of investigation / enforcement techniques, practices and principles.	D	A / I / T
	Ability to prepare for and present evidence in court.	D	A / I
Ability to interpret and explain complex information clearly, accurately and using everyday language.	D	A / I / T	

	Ability to conduct suitable and effective on-the-spot risk assessments.	D	A / I
	Working knowledge of UNIFORM or CONFIRM software.	D	A / I
Experience	Experience of working with businesses and members of the public at all levels.	E	A / I
	Experience in a front-line public service role.	D	A / I
	Experience in the inspection of premises, vehicle and/or other sites.	D	A / I
	Experience in enforcement and conducting investigations (from initial receipt to completion).	D	A / I
Qualifications	No specific qualifications required in preference to proven abilities commensurate to the requirements of the role; but good standard of education required.	E	A / I
	Keen to learn and develop and to become an accredited community safety officer.	E	A / I
Personal Attributes	Self-motivated & enthusiastic.	E	I / T
	Flexible and well organised.	E	A / I
	Works well under pressure.	E	A / I / T
	Team-player (with ability to act autonomously).	E	A / I
	Accurate and diligent.	E	A / I / T
	Attention to detail.	E	A / T
	Pragmatic.	E	A / I
	Assertive.	E	A / I
	Resilient.	E	A / I
	Able to demonstrate Rushmoor Behaviours.	E	A / I

Other	Able to work evenings, weekends, public holidays and out of normal office hours as required by the duties of the post.	E	I
	Full driving licence.	E	A / I

