

## JOB DESCRIPTION

<b>Job Title:</b>	Place Protection / Community Safety Apprentice	<b>Job Number:</b> (Official use ONLY)	
<b>Department / Service:</b>	Place Protection   Operations		
<b>Grade:</b> (and salary)	Apprentice Level 3 £15,414 per annum	<b>Post Restrictions:</b>	2 year contract
<b>Main location:</b> (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough Hampshire GU14 7JU	<b>Sensitive and/or Regulated Activity:</b> (i.e. for which DBS check required)	Yes
* May be subject to review			

<b>Job Purpose</b> (Max 100 words)	An apprenticeship provides you with the opportunity to learn how to perform various administrative, legislative and customer-based tasks. It recognises the regulatory climate is a key contributor to the creation of a positive and supportive environment and offers a training programme designed to develop your skills, experience and knowledge moving forward.
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<b>Main Duties</b>	<b>Frequency</b> i.e. how often
<p><b>General Duties &amp; Responsibilities</b></p> <p>You will be based in the Place Protection Service where your main responsibilities will be:</p> <ol style="list-style-type: none"> <li>1. Study towards an apprenticeship standard in Business Administration level 3</li> <li>2. To assist the Parking &amp; Patrol Manager in supporting the day-to-day activities of the Place Protection Officers (PPO's). Collecting and analysing data to build a picture of service demand and customer compliance (residential and businesses).</li> <li>3. Responding to customer enquiries and having a full oversight of the management system for Environmental Crime, by updating and chasing outstanding case files, arranging for customers to attend interviews and processing payments for fixed penalty charge notices.</li> <li>4. Maintaining close working relationships with the PPO's and the wider Operations team to meet the service requirements.</li> <li>5. Assist the Community Safety Manager and Community Safety Officer in supporting day-to-day activities of the community safety team, including managing the team inbox, responding to enquiries via telephone and email, maintaining databases and assisting on any related project work.</li> <li>6. Managing relationships with residents and businesses and providing customer service. Dealing with service requests from customers and co-ordinating the council response and evidencing outcomes. Support the</li> </ol>	Daily

	<p>production of statistical returns.</p> <p>7. To coordinate the council’s response to abandoned vehicles, fly tips, parking and other issues affecting communities within the Borough, in accordance with local and statutory requirements.</p> <p>8. Coordinating and participating in public awareness and safety campaigns and assisting in production and distribution of newsletters and electronic media.</p> <p>9. In conjunction with our communications team and internal stakeholders, respond to and support service delivery, using a range of media to communicate effectively and efficiently</p> <p>10. To comply with any relevant regulations, professional standards, the council's policies and procedures and appropriate legislation (including legislation on data protection, equalities, health and safety and safeguarding children and vulnerable adults.</p>	
<b>Compliance &amp; Enforcement Activities</b>		
<b>Other Duties &amp; Responsibilities</b>		
<b>Note:</b>	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><b>Other Duties</b></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

	<b>Skills, Abilities, Qualities &amp; Attributes</b> (NB: Verification may be required)	<b>(E)ssential or (D)esirable</b>	<b>How Assessed</b> i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal
<b>Skills, Knowledge &amp; Technical Competencies</b>	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 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
	D	A / I	

	Working knowledge of UNIFORM or CONFIRM software.	D	A / I
<b>Experience</b>	Experience of working with businesses and members of the public at all levels.	D	A / I
	Experience in a front-line public service role.	D	A / I
	Experience in enforcement and conducting investigations (from initial receipt to completion).	D	A / I
<b>Qualifications</b>	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
<b>Personal Attributes</b>	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
<b>Other</b>	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.	D	A / I

