

# ENFORCEMENT OFFICER



**PLYMOUTH**  
CITY COUNCIL

## Role Profile

<b>Title</b>	Enforcement Officer	
<b>Grade</b>	GRADE E	
<b>Reference:</b>	P4	
<b>Reports to:</b>	Service Manager of Public Protection Service	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Semi Professional	
<b>Primary purpose of role</b>	<p>To assist with the discharge and enforcement of the functions of the Public Protection Service within specialist teams by:-</p> <ul style="list-style-type: none"> <li>▪ Investigating complaints</li> <li>▪ Undertaking compliance audits</li> <li>▪ Conducting investigations and taking relevant enforcement/ treatment actions issuing relevant authorisations, permits, notices and licenses providing advice and assistance to the public and businesses, which may include pest control, dependent on team.</li> </ul>	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Undertake activities from start to finish, including assessing and providing required solutions, information and evidence, gathering and interviewing witnesses under caution. (50%)</li> <li>▪ Write necessary reports, including statistical reports and prepare and document case files for civil or criminal proceedings (15%)</li> <li>▪ Liaise with external and internal agencies / individuals and attend court/committee to give evidence (10%)</li> <li>▪ Procure and assess samples and evidence and record in line with service requirements. (10%)</li> <li>▪ Undertake a lead officer/specialist role for specific activities as designated by team. (10%)</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Produce written reports within required timescales and deadlines.</li> <li>▪ Investigations completed in a timely manner</li> <li>▪ Specialist knowledge developed and maintained</li> <li>▪ Close working relationships formed with internal/external agencies</li> <li>▪ Effective, targeted educational activities undertaken</li> <li>▪ Samples and evidence procured and assessed in line with service standards.</li> </ul>

	<ul style="list-style-type: none"> <li>Conduct local meetings and assist with the development of educational and promotional programmes for target audiences on specific issues. (5%)</li> <li>Undertake other duties appropriate to the grade of the post.</li> </ul>	
<b>Key activities</b>	<ul style="list-style-type: none"> <li>Conduct criminal and civil investigations from start to finish including interviewing witnesses and offenders, writing infringement reports, liaising with solicitors, barristers and witnesses, attending court/committee, and giving evidence, within service standards. (60%)</li> <li>Undertake compliance visits, issue relevant permits, authorisations and notices. (20%)</li> <li>Procure and assess samples and evidence and record and store these with due regard to relevant legislation. (10%)</li> <li>Undertake a lead officer / specialist role for specific activities as designated (which will be dictated by the team the post sits within and may include functions of licensing, pest control, environmental health or trading standards). (10%)</li> <li>Requirement to work out of hours as required including evenings, weekends and Bank Holidays including a requirement to work on any out of hour's rota.</li> <li>Carry out other duties appropriate to the grade of the post.</li> </ul>	
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of Public Protection Service legislation.</li> <li>Knowledge of IT systems and Microsoft office programmes</li> <li>Relevant specialist qualifications in licensing, environmental protection, pest control, trading standards, health and safety, food standards and hygiene or relevant experience.</li> <li>Five GCSE's (A* to C, or 9-4) including English and Mathematics.</li> <li>Full Driving license.</li> </ul>	
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Awareness of environmental, trading standards and health issues</li> <li>Awareness of PACE and CPIA procedures</li> </ul>	
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>Experience of working with the public including dealing with complaints</li> <li>Experience of law enforcement and investigation techniques</li> <li>Experience of taking responsibility for resolving difficult situations with members of the public</li> <li>Experience of communicating with the public and businesses</li> </ul>	
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>Experience of court procedures, particularly giving evidence to courts/ tribunals.</li> <li>Experience of gathering evidence and preparing case notes</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Experience of surveillance techniques including covert surveillance</li> <li>▪ Experience of financial and or contract monitoring.</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to work outdoors in unpleasant conditions and with exposure to disagreeable people related behaviour.</li> <li>▪ Ability to walk, climb ladders, access difficult sites where necessary and to lift and carry equipment.</li> <li>▪ Ability to work within deadlines while dealing with conflicting demands and interruptions.</li> <li>▪ Ability to remain calm under pressure when dealing with difficult situations</li> <li>▪ Analytical and judgement skills to interpret information and situations and to solve varied problems.</li> <li>▪ Developed communication skills to advise and exchange sensitive and detailed technical information with the public and a range of audiences, both written and orally.</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	