

# ROLE PROFILE



Role profile		
<b>Title</b>	Senior Enforcement Officer	
<b>Grade</b>	GRADE F	
<b>Reference:</b>	<b>P3N</b>	
<b>Reports to:</b>	Service Manager	
<b>Work style Definition</b>	Office based hot–desk/touch down worker	
<b>Job Type</b>	Professional	
<b>Primary purpose of role</b>	To assist with the improvement of public health and consumer protection by the discharge and enforcement of the functions of the Office of the Director of Public Health	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b>	<b>Role measures</b>
	<ul style="list-style-type: none"> <li>Conduct criminal and civil investigations and take relevant enforcement action (35%)</li> <li>Undertake lead officer/specialist role (15%)</li> <li>Meet with internal and external agencies (10%)</li> <li>Undertake public and business advice and educational/promotional activities (15%)</li> <li>Lead relevant projects (25%)</li> </ul>	<ul style="list-style-type: none"> <li>Investigations completed effectively and in 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>Effective projects conducted</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>Conduct complex criminal and civil investigations from start to finish including interviewing witnesses and offenders, writing infringement reports, liaising with solicitors, barristers and witnesses and attending court/committee and giving evidence</li> <li>Undertake compliance visits</li> <li>Issue relevant authorisations, permits, notices etc.</li> <li>Maintain and update all complaint/case files to service standards</li> <li>Procure and assess samples and evidence and record and store these with due regard to relevant legislation</li> <li>Undertake a lead officer / specialist role for specific activities as designated and</li> </ul>	



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<p>support more junior officers, providing advice on more complex issues.</p> <ul style="list-style-type: none"> <li>▪ Produce statistical reports and assist with the design of enforcement monitoring and surveillance</li> <li>▪ Meet with external and internal agencies.</li> <li>▪ Give advice and assistance to the public and businesses including conducting local meetings and assisting with the development of educational and promotional programmes for target audiences on specific issues.</li> <li>▪ Manage allocated projects including other staff if necessary to achieve specified objectives.</li> <li>▪ Working out of normal working hours including a requirement to work on the Out of Hours 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>▪ Full driving licence</li> <li>▪ Knowledge of Public Protection Service legislation</li> <li>▪ Knowledge of IT systems and Microsoft Office programmes</li> <li>▪ Five GCSEs (Grade A-C) including English and Maths, or equivalent</li> <li>▪ Significant relevant experience of trading standards or environmental health legislation, where no suitable qualification exists.</li> <li>▪ OR</li> <li>▪ Relevant specialist qualifications in Trading Standards, or environmental health</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Awareness of environmental 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 involving members of the public</li> <li>▪ Experience of communicating with the public and businesses and of training or presenting information orally.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of court proceedings, particularly giving evidence to courts/tribunals</li> <li>▪ Experience of gathering evidence and preparing case notes</li> <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>▪ Keyboarding skills required for generating e-mails, updating job cards, writing reports and inputting into specialist software</li> <li>▪ Required to drive a car</li> <li>▪ Highly developed negotiating and persuasive skills. Communication skills to be able to impart potentially complex and contentious information with a range of audiences, including members of the public and other customers</li> </ul>

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|  | <ul style="list-style-type: none"><li>▪ Analytical and judgemental skills to deal with complex problems and situations</li><li>▪ Considerable demand for precisions when using equipment.</li><li>▪ Ability to manage own workloads and prioritise.</li></ul> |
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### **Corporate standards**

- 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.
- 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.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.