# Job Description

Environmental Protection Officer

**Role Profile**  Specialist Band I

**Service/Team** Public Protection

**Reports to** Principal EP Officer

**Responsible for** n/a

**Number of posts** 1

**Post number** TBC

**Career Grade** Not applicable

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by tackling environmental nuisance in noise, accumulation, public health concerns, drainage issues, premises or sites of concern and wider statutory nuisances under the Environmental Protection Act.**

**Job Overview**

## The post is flexible covering numerous environmental protection issues both during the daytime hours and nighttime hours. The postholder will be required to work a rota of weekly and weekend nights as well as business hours and may deal with a range of issues including noise and other nuisances, untidy sites, pests and drainage issues. Suitable training and support are provided in areas of work that are not within the postholder’s immediate area of expertise, so that the postholder develops knowledge and expertise of what to do in relation to various common Environmental Protection enforcement issues. In addition to flexibility the role has a strong focus on engagement and robust enforcement, ideally fixing issues as they arise, and providing excellent customer service.

## The postholder will be required to attend community meetings or forums as necessary and to undertake proactive and reactive enforcement in relation to many aspects enforced by the Public Protection service, working with other enforcement agencies as required and co-ordinating the Council response to issues which may involve numerous Council departments. You will play a key role in ensuring that the law enforced by the team is complied with, issues are responded to as they arise, and that a safe and peaceful environment is maintained, providing a level playing field in which reputable and well controlled businesses can legitimately flourish.

## Where engagement with those responsible fails to achieve the desired outcome, robust enforcement using a range of Legislation will be used and where relevant, the matter is referred to a more specialist team or department to deal with the matter. If the matter does not need to be referred, then prosecutions and any other relevant legal action will be taken by the postholder.

## Key Responsibilities

## To undertake proactive and reactive enforcement, working either unaccompanied, or with colleagues and/or other enforcement agencies where required, to pick up and address programmed and reactive enforcement jobs, resolving problems and dealing with customer complaints as required.

## To address potential reactive issues, such as nuisances, untidy sites, pests and drainage issues, at an early stage before they get out of hand. To serve legal notices as is necessary.

## To take part in proactive community engagement for example attending resident liaison forums and public meetings to represent the work of the Team and the Council in an excellent light.

## To take and action calls from members of the public and businesses, recording all activities on the Council’s database systems as required.

## To carry out routine proactive enforcement work within an inspection regime and within the business unit’s system for prioritising inspection risks. This may include inspection of businesses and surveillance of residential areas for compliance with the various aspects enforced by the team. This will require a working knowledge of several aspects of legislation and will also include initial response to and reporting of other issues to the relevant departments within the Council such as Street or Technical Services.

## To swiftly investigate and report for prosecution or other legal action those matters that cannot be quickly resolved by gaining the cooperation of the offender, and fall within the service’s enforcement policy for further action. This may include interviewing alleged offenders and taking witness statements in accordance with legal requirements, in order to compile a prosecution report or a report to various Boards of the Council.

## To use best practice in taking and keeping evidence, making records, giving statements, giving evidence and making representation in the Law Courts and before different Boards.

## To maintain excellent working relations with external enforcement agencies, such as the Police. To liaise and exchange information as required and keep up to date with best practice.

## To be aware of and maintain best practice health and safety procedures at all times, assessing and avoiding likely serious risk to self and others, such as potentially dangerous lone working situations. Use developed people skills and professional judgement to know when to withdraw and how to call in support if needed.

## To maintain and update the residential, business and inspection records appropriately.

## To provide public information, guidance and advice on relevant aspects of the Communities Service and the wider Council and the postholder’s work.

## To comply with Council policies and code of conduct

## To undertake such other duties and responsibilities as may be assigned, from time to time, by the Head of Public Protection and which are commensurate with the skills required and demands of the post.

## Specific Qualifications and Experience

* Previous experience of dealing with nuisance based issues.
* Relevant degree (or equivalent experience)
* Knowledge of relevant legislation including the powers and tools available to BCP Council in deterring and prosecutingnuisances, untidy sites, pests and drainage issues.
* Experience of working with external partners including community leaders, public sector agencies and the voluntary sector.
* Experience of handling and investigating complaints and respond to customer issues.

## Personal Qualities & Attributes

* Ability to exercise judgment, sensitivity and discretion to develop and manage stakeholder relationships and assigned cases.
* Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations.
* High level of resilience and ability to remain composed under pressure
* Confident in liaising with Council managers, Councillors, and staff from outside organisations

## Job Requirements

* The role holder may be working with vulnerable people or those with complex or multiple service needs.
* The role holder will be required to pass the Police Vetting process to NPPV Level 2
* DBS Check
* Must hold a valid UK driving licence.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.