

Role Title	Neighborhood Officer
Job Family	Neighbourhood Management
Competency Level	All Colleagues
Pay Range / Scale	P01
Purpose To provide support and provide enforcement knowledge to the Neighbourhood Management Service.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	<p>The service is delivered to the quality, organisational and professional standards required</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	<p>Procedures are adhered to and all information is correctly recorded and processed.</p> <p>Accurate, complete and relevant information / records / reports are provided for internal and/or external use.</p>
Develop specialist documents / materials / activities to support / promote the service area.	<p>All materials / activities are delivered to the required standards and timescales.</p> <p>Communications are clear, well planned and effectively targeted.</p>
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	<p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p> <p>Appropriate action is taken to resolve the issue.</p> <p>Customers are satisfied.</p>
Maintain information systems which support the specialist area. Contribute to the development of these systems.	<p>Changes to systems, are identified and recommended.</p> <p>Systems meet operational requirements.</p>
Work closely with others to clarify changing customer / organisational requirements.	<p>Customer requirements are identified and documented.</p> <p>Improvement opportunities are identified and recommended.</p>
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or	<p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p>

externally.	Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
To identify, investigate, gather evidence, take witness statements, prepare legal cases for court and effectively deal with breaches of legislation primarily around environmental crime, noise, nuisance but not restricted to these areas.	<p>To improve the public space environment by effectively reducing the amount of fly – tipping, noise and nuisance cases.</p> <p>To improve the public space environment by improving compliance with existing legislation.</p>
To issue advice, warnings, notices, fixed penalty notices and legal action in accordance with the Borough’s Enforcement Strategy and procedures.	<p>To improve the public space environment by effectively reducing the amount of fly–tipping, noise and nuisance cases.</p> <p>To educate the residents, members of the public and businesses in relation to presentation of waste for collection and the legislation requirements in the areas of work.</p>
To inform the planning of and	

take part in intelligence led enforcement activity with partners.	To improve the public space environment by working with partners and improving compliance with existing legislation.
To monitor the Council's Street Cleansing, Ground Maintenance, waste and recycling services and ensure contract compliance.	To improve the performance of street cleaning, waste and recycling collections and the ground maintenance across the Borough.
To issue appropriate rectification notices where service provision has been identified as being below agreed standards.	To improve the performance of street cleaning, waste and recycling collections and the ground maintenance across the Borough.
Good communication skills	To represent the service at meetings

Nature of Contacts
<p>Key contacts are Members and internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>

Procedural Context
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p> <p>Occasionally the post will be expected to work from other locations</p>

Key Facts and Figures
<p>To work a range of hours on a rota basis and attend Ward Forums and out of hour's meetings.</p>

Resourcing
Budget Responsibilities: None
Supervisory Responsibilities: None
Knowledge, Skills and Experience
<p>Experience of working in enforcement in a local authority context.</p> <p>Experience of dealing with conflict</p> <p>Experience of working in the Waste Management industry.</p> <p>Ability to problem solve using own initiative.</p> <p>Ability to work in a pressurised environment and meet tight deadlines.</p>
Indicative Qualifications
<p>Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent. Relevant professional qualification</p> <p>Full UK driving licence and use of own transport for Council business</p>
<p>The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.</p>