



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Waste Enforcement Officer	Role Profile Number: OPN47
Grade: L	Date Revised: October 2018
Directorate/Group: Communities & Housing, StreetSmart	Reporting to: Waste Warden Team Leader
Structure Chart attached:	No

Job Purpose

StreetSmart encompasses a wide range of services including Grounds Maintenance, Parks and Open Spaces, Waste Collection and Management, Environmental Cleansing and EnviroCrime.

StreetSmart's high visibility services feature very highly in the priorities of both Members and residents of the Borough, with a significant influence on the way stakeholders perceive the Council.

The StreetSmart response to the challenges the Council faces will facilitate a customer focused service delivery model that demonstrates value for money and embeds a culture of continuous improvement. In doing so, the service will meet the Council's Vision.

There is a tremendous amount of change taking place across the Council and within StreetSmart as we continue to respond to increasing demand and diminishing resources.

To support delivery of waste and recycling services through direct contact with the public and communications campaigns. To achieve the objectives of delivering waste policies, improving customer satisfaction, increasing recycling and reducing contamination and to support the operational waste team in service improvement projects. To promote and enforce compliance and influence behaviours with regard to Environmental legislation specialising in EnviroCrime.

Key Accountabilities

- To carry out household waste assessments and other direct interactions with the public such as complex complaint resolution
- To develop and implement a waste and recycling communications programme in partnership with the corporate communications team including:
 - leaflets and other written communications
 - maintain and develop web pages

- use of social media to promote objectives and responding to issues raised by residents
- support proactive and reactive work with local media and publications
- direct contact with the public including developing relationships with stakeholders
- To develop and improve recycling facilities at communal locations such as flats, improving provision and arranging leaflets, signage and other communications with residents and management companies
- In accordance with the Council's Lone Working safety policy and risk assessment, undertake regular patrols and site visits to identify individuals committing EnviroCrime and to challenge the behaviour of people who are responsible for EnviroCrime and undertake the relevant provisions of the Clean Neighbourhoods and Environment Act 2005 in respect of issuing fixed penalty notices and other offences and/or investigating matters for formal legal proceedings when required
- To support the Waste Warden Team Leader in gathering evidence of breaches of legislation including the taking of statements, examining contents of refuse bags, deployment of covert surveillance and interviewing under caution persons suspected of offences in accordance with procedural requirements which may, at times, include the working of unsocial hours either at the evening or weekend or Bank and other holidays
- Prepare evidence for legal proceeding under the direction of the Environmental Enforcement Officer (EnviroCrime)
- To become technically competent in the deployment, installation and maintenance of Council surveillance equipment and downloading of images in accordance with data protocol so as to maintain the chain of evidence
- To investigate instances of non-payment of Fixed Penalty Notices to include producing witness statements and producing investigation reports presenting evidence to support enforcement action. Including as necessary the presentation of verbal evidence in court
- To investigate complaints from members of the public, Councilors and other internal and external stakeholders regarding incidents of EnviroCrime; respond appropriately and under supervision, take whatever action is required in accordance with good professional practice and Council standards and procedures
- To Design and Deliver educational programmes within schools, colleges, community groups and public meetings aimed at promoting recycling and changing behaviours to reduce the instances of EnviroCrime
- To lead and support volunteering activities to the benefit of the environment
- Support the Service Manager for Environmental Cleansing and EnviroCrime in developing

communication strategies, programmes and management information based on analysis of service area data; and provide this information in formats suitable for responses to Freedom of Information Requests and reports to Scrutiny and Cabinet or similar

- To keep such records as may be required to ensure that the Department may satisfactorily discharge its responsibilities, achieve desired outcomes and monitor its achievement. Including making appropriate entries on departmental databases where required
- To provide support and assistance to other officers of the Department in the performance of their tasks and to work in partnership with the operational waste team, business support and contact centre to support wider service objectives including development of new services and service improvement and improving customer satisfaction
- To assist other officers in providing such advice and undertake initiatives as may be required to promote the work of the Department including training events, media promotions or other publicity matters
- At all times ensure the safety and wellbeing of self, colleagues and members of the public
- When on duty, be dressed in uniform which is to be kept clean and tidy; maintain a high level of self-motivation, moral and discipline and at all times be polite, helpful and informative to members of the public and colleagues
- Participate in the Council's staff appraisal systems and ensure that any identified personal training needs and/or development are discussed at these
- Undertake mandatory training and bespoke training relevant to the duties required
- Promote equality and diversity best practice in all areas of work and be committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender
- Perform any other duties which can reasonably be accommodated within the grade of this post as may be required by the Service Manager, Supervisor or Team Leader

This job description is intended as a general guide to the duties of the post and is not inflexible. It may be altered from time to time to reflect the changing needs of the organisation in consultation with the post holder

Supplementary Accountabilities

- In accordance with the provisions of the Health & safety at Work etc. Act 1974 and the Management Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger

yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety

- You must work in accordance with training or instructions given, make proper use of any personal protective equipment, provided and inform your Team Leader, Supervisor or service Manager of any hazardous situations or risks of which you are aware as soon as you become aware of them
- You must ensure you undertake responsibilities relating to your position as detailed within the council's Health & Safety Policy

Knowledge & Experience

Minimum:

- Full UK Driving Licence
- Demonstrable experience of public speaking and delivering educational programmes
- To be IT literate – to be able to use ICT packages, analyse and interpret data and to input information on to departmental IT systems
- Able to carry out site visits both during normal office hours, evenings and weekends
- Able to be diplomatic and assertive
- Able to handle conflict and cope with aggression from others
- Able to deal sympathetically and be empathetic with members of the public
- Able to work on own initiative and as part of a team
- Flexible, able to cope with a variety of tasks
- Understand written and verbal instructions

Preferred:

- Knowledge of Environmental Legislation
- Knowledge of Waste Legislation
- Knowledge of waste and recycling policy and best practice.
- Relevant experience of direct public contact and dealing with difficult decisions.
- G39 Certificate

Working Environment:

- Outside & Internal works – prepared to work in adverse weather conditions

Potential Risks:

- Subject to anti-social behaviour from members of the public who may be aggrieved, aggressive or abusive
- Lone Working

Decision Making

- To be able to enforce SBC policy regarding waste collections with the residents of Swindon and

collection crews

- Determine the appropriate service for a person with a disability or infirmity
- Provide advise and assist with the formation of new and amended policies to maximise recycling and minimise residual waste in the home
- Able to be pragmatic and recognise the best course of action for the public good
- Able to identify instances of non-compliance and to secure evidence to support enforcement action
- Make working decision based on Risk assessments and Safe Systems of Work

<u>Job Scope</u>	
Number and types of jobs managed None	Assets: CCTV equipment up to the value to £10,000, Council Van up to the value of £20,000 and PPE
Typical tasks supervised/allocated to others: None	

Contacts and Relationships

- Team members and managers
- Members and managers in other service areas including the Police, the Crime and Disorder Unit and the Council's Housing Department
- Members of the public
- Councillors
- Public bodies and commercial companies
- Private Council contractors
- Court proceedings

Creativity and Innovation

- Able to understand and follow legal requirements and explain them in layman's terms to members of the public/businesses to ensure compliance
- To suggest any improvements or alternate means for delivery of services – including the better use of labour, transport and materials, etc.
- Challenge procedures and suggest alternatives

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	

