

Job Description

Department:	Safer and Stronger Communities		
Division/Section:	Place and Economy		
Job Title:	City Centre Enforcement Officer		
Post No:	To be confirmed		
Grade:	7 + shift allowance		
Reports to Post No / Title:	City Centre Supervisor		
Line Management responsibility for:	None		
DBS Check applicable	Standard		
Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?	No <input checked="" type="checkbox"/>		
Organisation Chart:	<i>City Centre Operations form part of the Safer and Stronger Communities Departments. Supervision is provided by the City Centre Supervisor</i>		

Job Purpose	<p>To provide an efficient and effective service of enforcement in a fair, accurate, and consistent manner within Peterborough City Council Unitary authority area, by enforcing the provisions of the Environmental Protection Act 1990 and the Anti-Social Behaviour Crime and Policing Act 2014 in addition to any other legislation relevant to the role through the issue of Fixed Penalty Notices (FPNs) where appropriate.</p> <p>The role also helps the public and support community safety problem solving in the city centre including environmental and anti-social behaviour matters. Officers will also work with other PCC departments to promote the city.</p>		
Description prepared by:	Clair George	Date:	21/2/2023
Description agreed by postholder:		Date:	
Authorised by Director:		Date:	

Main Duties and Responsibilities:

1. To be aware of your responsibilities in terms of Health and Safety, including identifying at Performance Development Review (PDR), any appropriate health and safety training.
2. To patrol the city centre as well as other location across Peterborough and undertake enforcement action as necessary including dispersing groups and individuals as well as, issuing fixed penalty and using other legislation to make the city a safer, cleaner place to visit.
3. Maintain customer-friendly relations with the public and business to act as a first point of contact, assisting with any problems they may experience within the City Centre. To work a varied shift pattern which will include evenings and weekends based on a shift rotation.
4. To patrol as rostered, either on foot, riding a bicycle or driving a council owned vehicle.
5. To use a handheld mobile device to log all enforcement activity and information during a patrol. To issue Fixed Penalty Notices (FPNs) to contravening members of the public, via a Handheld mobile device, or by the issue of a hand-written Fixed Penalty Notice where applicable.
6. To identify repeat offenders in accordance with predefined rules and frequency and collate evidence to allow for enforcement action

7. To assist the supervising officer with maintenance of equipment/infrastructure in the city centre and surrounding area. To report, using agreed procedures, any defects or damage within the City Centre area in respect of signs or other environmental protection related equipment or other general shortcomings. Assist the supervising officer with maintenance of equipment/infrastructure in the city centre and surrounding area.
8. To ensure photographic evidence and pocket-book records and/or mobile device notes are taken. To maintain a pocket log and record evidence relating to illegal activity and to make written reports for and participate in adjudication hearings if required.
9. To use a Body Cam and be fully conversant with its purpose in personal safety.
10. Providing a witness statement when required for prosecutions.
11. To be conversant with all aspects of current and any future regulations to identify infringements and contraventions and undertake enforcement activities in accordance with Council guidelines and procedures.
12. To be responsible for the proper use and safekeeping of hand-held computers and other equipment issued in accordance with Personal Protective Equipment (PPE) regulations, e.g. Mobile Telephones, 2-way radios, digital cameras, Body Cam equipment etc.
13. To be always alert to any occurrence of a suspicious nature when on patrol and for reporting such occurrences to a manager, the central radio control room or the local police using an appropriate method of communication.
14. To work with and support other regulatory staff and external partners in multi-agency enforcement initiatives.
15. Any other duty which may be considered to come within the scope of the post allocated by the Seniors Managers

**Flexibility
Clause:**

Other duties and responsibilities expressed and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation
Clause:**

This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible Peterborough City Council reserves the right to make changes to your job description following consultation.

Person Specification

JOB TITLE: City Centre Enforcement Officer **POST NO:** TBC
SCALE: Grade 7 **DEPARTMENT:** Safer Communities
DIVISION: Safer and Stronger Communities **Asst DIRECTOR:**
DATE: February 2023 **COMPLETED BY:** Clair George

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Candidates must demonstrate an understanding of Good Customer Care (A,I)</p> <p>Knowledge and understanding of the Environmental Protection Act 1990 and the Anti-Social Behaviour Crime and Policing Act 2014. (A,I)</p> <p>Ability to explain what each offence code relates to in respect of local enforcement.</p>	
SKILLS & ABILITIES	<p>Ability to work in all weather conditions for long periods (A,I)</p> <p>Physical ability to work for up to eight hours on patrol</p> <p>Good verbal and written communication (A,I).</p> <p>Ability to perform administrative functions (A,I)</p> <p>Ability to deal with people face to face, in meetings and on the telephone (A,I)</p> <p>Ability to input data to a mobile device (A,I)</p> <p>To work as part of a team or alone (A,I)</p> <p>Ability to withstand pressure from irate members of the general public and to demonstrate tact under such circumstances (A,I)</p> <p>Ability to take a systematic approach to prioritise tasks, (A,I)</p> <p>A high level of self-motivation (A,I)</p> <p>Good interpersonal skills. (A,I)</p> <p>Physically fit to undertake foot patrol in all weathers. (A,I)</p>	

EXPERIENCE	<p>Experience of dealing with the public (A,I)</p> <p>Experience of working in a team environment (A,I)</p> <p>Previous experience of patrol enforcement work (A,I)</p>	Experience of data input to a computer
QUALIFICATIONS	Qualification GCSE (A- C) or 1-2 years' experience in an enforcement or similar role	Working knowledge of Computer Applications, i.e. Microsoft Office
PERSONAL CIRCUMSTANCES	<p>A willingness and ability to undertake shift work covering evenings, weekends and Bank Holidays (A,I)</p> <p>Willingness to wear and ability to maintain a uniform supplied by the Council. Wear Body Cam equipment as required. (A,I)</p> <p>An ability to work outside of normal rostered, working hours when required (A,I)</p>	<p>Current clean, full motor car driving licence (A,I)</p> <p>Willingness and ability to ride a bicycle</p>
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A,I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A,I)	

[At the end of each criterion the following codes are used to indicate how the criterion will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]