Role Profile

Post Title:	**Environmental Enforcement Officer**
Grade:	**5**
Date Created:	**22nd August 2018**

ROLE DEFINITION

Work as part of an Environmental Enforcement Team to address related crime in pursuance of the Environmental Protection (Scotland) Act 1990 s87 & s33 and the Dog Fouling (Scotland) Act 2003 s1.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Patrol known hot spot areas of litter, fly tipping and dog fouling incidents.
- Investigate allegations of environmental crime.
- Enforce by issuing a variety of cautions and fixed penalties.
- Maintain a database of activities and record of penalties and cautions issued.
- Participate in the delivery of service strategies.
- Attend and assist at public and community meetings.
- Reduce the costs associated with environmental and related crimes.
- Identify and develop bespoke solutions to tackle instances of environmental crime.
- Communicate effectively with internal and external customers.
- Provide reports in relation to involvement with environmental crime.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• National 4 in English or equivalent OR equivalent experience	• Certificate level Health & Safety qualification or equivalent	• Application Form • Interview
Experience	• Issuing fixed penalties • Delivering a front line service • Dealing with difficult customers	• Understanding of related legislation such as the EPA 1990 • Experience within a similar role	• Application Form • References • Interview
Specialist Knowledge	• Health and Safety issues • Knowledge of locality	• Existing network of contacts relating to environmental issues • Knowledge of 3E's Strategy for litter, dog fouling and fly tipping	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Organisational skills • Computer literacy • Written and verbal communication skills • Self motivated • Work as part of a team • Ability to adapt strategy in relation to circumstances	• Deal with conflict resolution • Interface with community groups and members of the public	• Application Form • References • Interview

	• Customer care skills		
Other	• Ability to work outwith normal working hours	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential

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Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind