

**Regulatory Service Support Officer Street Scene (Post No: 15814) – Range 3**

This role falls within the Business & Executive Support Job Family

See Job Profile for full duties.

Main duties include:

Supporting Street Scene officers by way of checking records (Team held/Council Tax/Land search)

To support Street Scene Officers by way of acting as second officer for the purpose of further enquiries into environmental issues.

To enforce legislation as defined in the job profile

To maintain a specialist vehicle to ensure continuous service delivery.

<u>Requirements at this level:</u>	<u>Requirements at this level in addition to level 3A:</u>	<u>Requirements at this level in addition to level 3A and 3B:</u>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Educated to GCSE level with a minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent</li> <li>Commitment to undertaking further training as the role evolves including Level 3 in Business Administration or equivalent</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Working towards Level 3 in Business Administration or equivalent.</li> <li>Internal training and competencies to be maintained (Manual Handling/Basic Legislative training) provided by HR or Mallard and RIAMS</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Completion of Level 3 in Business Administration or equivalent</li> <li>Evidence of ongoing continuous professional development.</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of GDPR and its importance when handling data and information sharing.</li> <li>A good understanding of relevant Street Scene policies and procedures.</li> <li>Awareness of the legislation used to enforce environmental issues such as fly tipping, refuse out early and abandoned vehicles</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>A good understanding of equality, diversity and inclusion.</li> <li>A detailed working knowledge of the broader activities of the service.</li> <li>A working knowledge of the legislation used day to day.</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>A good understanding of GDPR legislation and best practice in relation to information sharing.</li> <li>A good understanding of the Council’s Record Retention Policy and freedom of information protocols.</li> <li>Excellent practical working knowledge of the legislation to deal with environmental issues</li> <li>Can mentor less experienced members of staff in the role.</li> <li>Knowledge and experience of partnership working with a broad range of individuals and stakeholders to support collaborative working.</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of providing an administrative and/or customer support service.</li> <li>Experience of updating records accurately using electronic or hard copy filing systems/databases.</li> <li>At least two years experience of working at a local authority or equivalent</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of dealing with confidential and sensitive data.</li> <li>Experience of coaching/supporting others in their role.</li> <li>Experience of providing project support</li> <li>Two years’ experience in operating at level equivalent to 3A.</li> <li>Experience of the maintenance of work vehicles and PPE equipment used by the service.</li> <li>Experience of assisting in proactive engagement with the public to promote responsible household waste management and minimisation</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of confidently using specialist IT packages</li> <li>Experience of providing general information, advice and guidance on internal procedures relating to finance.</li> <li>Experience of contributing to Freedom of Information requests.</li> <li>Experience of managing information and evidence to support enforcement activity, supporting the team leader.</li> <li>Two years consistent performance and experience at a level equivalent to 3B.</li> </ul>

<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of Microsoft office packages including TEAMS, Excel, Outlook and Word.</li> <li>• Ability to demonstrate effective organisational and planning skills.</li> <li>• Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.</li> <li>• Ability to work within defined procedures using initiative to deal with situations, referring to line manager for unusual or difficult problems.</li> <li>• Ability to input data, where care, accuracy, confidentiality and security are important, showing attention to detail with the ability to proofread.</li> <li>• Full driving licence valid for use within the UK.</li> <li>• Ability to maintain confidentiality at all times.</li> <li>• Good time management skills.</li> <li>• Able to demonstrate a flexible approach to work patterns and systems.</li> <li>• Work effectively as part of a team and on own initiative.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience.</li> <li>• Ability to explain straightforward tasks to others, where required.</li> <li>• Ability to deal with considerable levels of work-related pressure.</li> <li>• Proficient in the use of data management systems used by the service, including Confirm and JADU</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to model high levels of professionalism and promote a culture of professional standards.</li> <li>• Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.</li> <li>• Ability to act as Lead officer for the maintenance of work vehicles and PPE equipment used by the service.</li> <li>• Good interpersonal and strong communications skills for successful conflict resolution</li> <li>• To act as an Incident Liaison Officer as directed by Senior Management/Emergency Planning</li> </ul>
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### Street Scene Officer (Post No: 15815) – Range 4

See Job Profile for full duties.

Main duties include:

Respond to complaints of environmental issues and a proven ability to provide high quality witness statements to support further enforcement when required.

The issue of notices/warnings pursuant to the relevant legislation

To lead on engagement projects to improve the street scene within Medway (Multi agency) and promote core values.

To carry out visits to businesses to ensure compliant with trade waste requirements and responsible waste management

<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Educated to GCSE level with a minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent</li> <li>• Has a commitment to undertaking Investigative skills qualification or formal training.</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Working towards undergraduate qualification in investigations (Level 5 or equivalent)</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Has completed undergraduate qualification in investigations (Level 5 or equivalent)</li> <li>• Evidence of ongoing continuous professional development</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• A sound working knowledge of relevant legislation and best practice.</li> <li>• A working knowledge and ability to deliver on the core responsibilities required as set out in the corporate plan.</li> <li>• Knowledge of partnership working with a broad range of individuals and stakeholders to support street scene improvements throughout Medway.</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• A sound understanding of legislation relevant to the role, including statutory functions.</li> <li>• Good understanding and knowledge of undertaking reactive and proactive investigations and inspections</li> <li>• Good knowledge of Medway Council areas</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• An excellent understanding of legislation relevant to the role, including statutory functions.</li> <li>• A good understanding of the core responsibilities as set out in the corporate plan.</li> </ul>

<ul style="list-style-type: none"> <li>Understanding of street scene management best practice research, benchmarking and stakeholder engagement</li> </ul>	<ul style="list-style-type: none"> <li>Good knowledge of data management systems used by the service, including Confirm and JADU</li> </ul>	
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Recent and relevant experience in acting as a local authority enforcement officer dealing with Environmental Issues and enforcement</li> <li>Has undertaken several inspections/visits with the ability to make decisions on low level outcomes.</li> <li>Experience of mentoring less experienced team members.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of gathering information and evidence to take such action as appropriate having regard to the corporate enforcement policy. Serving notices, compiling case files and attending court as required.</li> <li>Experience of partnership working with a broad range of individuals and stakeholders</li> <li>Experience of developing partnerships with housing providers for the purpose of educating tenants on a wider scale</li> <li>Experience of dealing with difficult customers in sometimes difficult situations.</li> <li>Two years' experience in operating at a level equivalent to 4A.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of undertaking complex enforcement actions following complaints</li> <li>Experience of leading on a number of projects / workstreams across the service to promote core values and key performance indicators</li> <li>Experience of thoroughly analysing information</li> <li>At least two years of experience operating successfully at a level equivalent to 4B.</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Full driving licence valid for use within the UK.</li> <li>Proficient in the use of Microsoft office packages including TEAMS</li> <li>Able to demonstrate a flexible approach to work patterns and systems.</li> <li>Work effectively as part of a team and on own initiative.</li> <li>Good investigation skills</li> <li>Excellent communication skills, with the ability to present complex information in an understandable way, both oral and written.</li> <li>Good conflict resolution skills</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Proficient in the use of data management systems used by the service, including Confirm and JADU</li> <li>Can manage own workload with occasional support from Senior officers</li> <li>Excellent interpersonal and strong communications skills for successful conflict resolution</li> <li>Ability to form strong partnership working with key stakeholders</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Can manage own workload with minimal supervision.</li> <li>To act as an Incident Liaison Officer as directed by Senior Management/Emergency Planning</li> </ul>

**Senior Street Scene Officer (Post No: 16613) – Range 5**

See Job Profile for full duties.  
Main duties include:

To support the team leader with the management of the Street Scene Officers in the delivery of Multi-agency projects

Enforce all relevant legislation administered by the section, and to educate and encourage the public and business proprietors to improve environmental standards.

Ability to deal with local, regional and national issues.

<p><b>Requirements at this level:</b></p>	<p><b>Requirements at this level in addition to level 5A:</b></p>	<p><b>Requirements at this level in addition to level 5A and 5B:</b></p>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Minimum of Level 3 qualification e.g. 3 A Levels in STEM subjects (grade A* - E), advanced apprenticeship etc</li> <li>Entry level qualification into enforcement of appropriate legislation (PACE/RIPA/CPIA) to ensure best practice</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Completion of undergraduate qualification in investigations (Level 5 or equivalent) including investigation course, evidence gathering, interviewing witnesses and suspects and court skills.</li> <li>Commencement of Management qualification e.g. ILM/CMI level 3</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Evidence of continued professional development and training, this could include those courses provided by Mallards and RIAMS without prompting of a senior officer.</li> <li>Completion of Management qualification e.g. ILM/CMI level 3.</li> </ul>

<ul style="list-style-type: none"> <li>Evidence of enrolment on formal training commensurate to the role, e.g. BTEC level 5</li> </ul>		
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Detailed technical knowledge of environmental legislation, namely EPA 1990 and Anti-Social Crime and Policing Act 2015</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of all relevant legislation and can make informed enforcement decisions with minimal supervision from senior officers.</li> <li>Working knowledge of multi-agency work</li> <li>Understanding of FOI / SAR and corporate complaint procedure and is able to cover this duty in the absence of the Team Leader</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Can review new legislation and work with the Team Leader to develop working procedures for its implementation to ensure consistent best practice</li> <li>Good knowledge of local Councillors and what is expected and what is deliverable</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Recent and relevant experience in acting as a local authority enforcement officer</li> <li>Has undertaken a number of inspections under the supervision of senior officer.</li> <li>Experience of mentoring less experienced team members.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of managing, leading and supporting others on complex investigations and cases</li> <li>Detailed experience of partnership working with a broad range of individuals and stakeholders</li> <li>Undertake case reviews, formal notices, multi-agency operations and undertaking role as second officer.</li> <li>Two years' experience in operating successfully at a level equivalent to 5A</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Has led of a number of projects / workstreams to improve service delivery.</li> <li>Experience of financial accountability and the purchasing of PPE</li> <li>At least two years of experience operating successfully at a level equivalent to 5B.</li> <li>Experience of attending a court as professional witness</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Full driving licence valid for use within the UK.</li> <li>Proficient in the use of all Microsoft office packages including TEAMS</li> <li>Proficient in the use of data management systems used by the service, including Confirm and JADU</li> <li>Excellent communication skills, with the ability to present complex information in an understandable way, both oral and written.</li> <li>Excellent negotiation skills</li> <li>Able to demonstrate a flexible approach to work patterns and systems.</li> <li>Work effectively as part of a team and on own initiative.</li> <li>Can manage own time and workload effectively to achieve targets and key performance indicators.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Able to prepare and present documentation relating to complex subjects in a way that is concise and easily understood. This includes inspection reports and notices/Warnings</li> <li>Ability to contribute to the development of the service by reviewing procedures and making changes to meet the needs of the service and corporate core values.</li> <li>Ability to work to consistently with minimal supervision by Team Leader and only refer complex or sensitive issues to them.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Can project manage with minimal supervision.</li> <li>Able to adapt to change and new ways of working</li> <li>Proven record in high level communication when dealing with difficult customers/situations and ability to diffuse these issues.</li> <li>To act as an Incident Liaison Officer as directed by Senior Management/Emergency Planning</li> </ul>

### Street Scene Team Leader (Post No: 15768A) – Range 6

See Job Profile for full duties.

Main duties include:

To manage and develop a team of investigators/operatives whose key objective is to combat environmental-related crime through prevention, detection, redress and deterrence.

To manage and develop the team to identify and tackle pertinent and associated forms of anti-social behaviour.

<b>Requirements at this level:</b>	<b>Requirements at this level in addition to level 6A:</b>	<b>Requirements at this level in addition to level 6A and 6B:</b>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Undergraduate qualification in investigations (Level 5 or equivalent) including investigation course, evidence gathering, interviewing witnesses and suspects and court skills.</li> <li>Level 3 Management qualification e.g. ILM/CMI level 3</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Enrolled on and commenced Post Graduate qualification in investigations (BTEC Level 7 or equivalent).</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Evidence of continued professional development and training in, including those provided by Mallards and RIAMS.</li> <li>Completed Post Graduate qualification in investigations (BTEC Level 7 or equivalent)</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Detailed advanced technical knowledge of environmental legislation, and ability to impart this to team members e.g. EPA 1990, Anti-Social Crime and Policing Act 2015, Police and Criminal Evidence Act 1984, Criminal Procedures and Investigations Act 1996, Refuse Disposal Amenity Act 1978 etc)</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Advanced knowledge of all legislation enforced by the team and can make informed decisions on team issues.</li> <li>Good knowledge of budgetary responsibility</li> <li>Good knowledge of FOI / SAR and corporate complaint procedure and can cover this duty in the absence of the Head of Service.</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Can interpret, review and implement changes to/new legislation, corporate directions and work with the Head of Service to develop working procedures and policies</li> <li>Rolling obligation to stay contemporary in legislation and good practice in professional field.</li> <li>Extensive knowledge of multi-agent operations</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Recent and relevant experience in acting as a local authority Team Leader</li> <li>Capable of fostering a cohesive team</li> <li>Experience attending and presenting complex issues at meetings</li> <li>Experience of leading and managing a team and monitoring performance</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Two years' experience in operating at level equivalent to 6A</li> <li>Broad experience of all Street Scene issues</li> <li>Experience of attending court as a professional witness with complex cases and supporting and guiding other team members in court attendances.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of leading a number of complex corporate projects / workstreams to improve service delivery.</li> <li>At least two years of experience operating successfully at a level equivalent to 6B.</li> <li>Advanced technical experience in regulatory services and awareness of emergent issues.</li> <li>Has a good understanding of budget monitoring and is able to cover this duty in the absence of the Head of Service.</li> <li>Experience of compiling complex report case files and reviewing cases by officers – including analysing information and reviewing team procedures.</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Proficient in the use of all Microsoft office packages including TEAMS</li> <li>Full driving licence valid for use within the UK.</li> <li>Proficient in the use of all data management systems used by the service</li> <li>Ability to manage the teams workload.</li> <li>Able to demonstrate a flexible approach to work patterns and systems.</li> <li>Excellent communication skills, with the ability to present complex information in an understandable way, both oral and written.</li> <li>Excellent negotiation and investigative skills</li> <li>Work effectively as part of a wider service team and on own initiative.</li> <li>Can manage team effectively to achieve targets and key performance indicators.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Able to prepare and present documentation relating to complex subjects in a way that is concise and easily understood. This includes committee reports, inspection reports, legal notices and case files.</li> <li>Ability to contribute to the development of Regulatory Service by reviewing procedures and making changes to meet the needs of the service.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Ability to line manage in all aspects of employee relations with minimal supervision.</li> <li>Able to adapt to change and new ways of working</li> <li>Excellent partnership working and collaborator with a wide variety of internal and external agencies and departments.</li> <li>Good budget management</li> <li>Ability to deputise for the Head of Service</li> <li>Ability to lead and develop specialist projects</li> <li>To act as an Incident Liaison Officer as directed by Senior Management Emergency Planning</li> </ul>