

Job Description

POST TITLE	Streetscene Officer	POST NO:	ST3110 ST3130
SERVICE UNIT	Streetscene	GRADE:	8
JOB EVALUATION	A1977	JOB FAMILY	If applicable
RESPONSIBLE TO:	Area Co-ordinator (Performance Management) and Contract Manager		
RESPONSIBLE FOR:	None		
LOCATION		STATUS	Staff

Job Purpose

To be responsible for the delivery of Streetscene action plans to improve local environmental quality and to include investigations, enforcement of legislation, delivery of operational services and protect public health. To contribute towards the development, implementation, and maintenance of strategies to maintain a clean, safe borough.

Main Duties and Responsibilities:

1. To monitor the performance of the Councils waste and cleansing contractor. To ensure a high quality of service delivery is afforded to the residents of Burnley and all relevant health and safety legislation is adhered to.
2. To work with other members of the team to develop and implement co-ordinated action plans which effectively tackle enviro-crime and ensure the provision of a range of high quality, customer orientated services.
3. To carry out all aspects of investigations in relation to a range of service requests e.g. rubbish dumping, littering, waste in gardens and any other quality of life complaints.
4. To prepare and serve appropriate statutory notices under direction from appropriate managers within the Unit.
5. To instigate follow up action or legal proceedings as deemed necessary leading to formal or informal action in order to control Environmental Crime under the Environmental Protection Act 1990, The Clean Neighbourhoods and Environment Act 2005, The Anti-Social Behaviour Act 2003, The Public Health Acts, Refuse Disposal and Amenity Act, The Highways Act,

relevant planning legislation and ancillary legislation used for the control of Environmental Crime and as required by the Council.

6. To prepare case files in accordance with the High Court Rules of Evidence, in preparation for representing the council in court; to include maintenance of a notebook, collection of evidence, taking of statements and taped interviews in accordance with the Police and Criminal Evidence (1984).
7. To apply to the Magistrates Court for Warrants of entry to premises and execute the warrants as necessary during an investigation.
8. To attend at Court and Industrial Tribunal hearings and provide evidence as a witness arising out of the work of the post
9. To set up and monitor covert cameras as part of the investigation of and to evaluate and act upon the evidence obtained. All investigations are to be carried out within the procedures governed by The Data Protection Act (1998) and The Regulation of Investigatory Powers Act (2000).
10. To liaise with other agencies, both internal and external, including the police and fire service to develop best practice, and encourage a multi-agency approach to enforcement, in order to maximise the usage of staff and resources.
11. To engage and communicate with councillors, residents, the business community, area and neighbourhood committees, and other service users, to resolve complaints and enquiries, further investigations and publicise the work of the enforcement unit.
12. To prepare reports, answer letters, interface with service users by telephone and in person, update computer and paper records, download remote surveillance and handheld camera images.
13. To maintain and update case records and ensure that record keeping systems e.g. filing systems and computer databases are properly maintained and updated.
14. To promote the work of Streetscene with the wider public, by liaising with the media, schools, user groups and other interested bodies at the request of management. (Evening and weekend working may be required)
15. To undertake training as required and assist in the development of policies and procedures to further the work of Streetscene. (Evening and weekend working may be required).
16. To meet agreed targets, deadlines, and service plan objectives in relation to delivering the Burnley Cleaner, Safer, Greener agenda including the anti-social behaviour strategy and crime and disorder reduction strategy.
17. To undertake such other associated duties as may be allocated from time to time which are commensurate with the salary grading of the post

18. To work outside the normal working day, at times to be mutually agreed, in order to meet the needs of the service e.g. attending residents' meetings, investigations etc.
19. To comply with health and safety responsibilities as laid down in the Council's Health & Safety policy statement
20. To work to promote community cohesion, good race relations and equality of opportunity
21. To maintain confidentiality, as appropriate, in connection with work carried out.

Together

Achieving results through managing performance and coaching others. Duties that relate to supervision or management of employees or of workload. Deputising for managers, leading projects or team working activities. Organising, co-ordinating supporting, coaching or motivating and empowering others. Partnership working. Responsibility for employee wellbeing.

Enterprising

Monitoring, managing or updating processes or procedures. Service or workforce planning. Investigations, risk assessments, analysing, reporting, professional adviser, changing the way things are done, commercial and political awareness, resource management, income generation, contract management, generating efficiencies by improving or updating services e.g. through outsourcing, changes to legislation, CPI projects,

Ambitious

Project planning, managing change, delivering improvements to the organisation, leading, influencing and coaching others, role modelling values. Attends training identified as necessary to undertake current and future job requirements.

Meeting Customer Needs

Manages performance, measures customer impact, service delivery, customer transactions, identifying and acting on customer needs, communication and consultation, quality assessments. Providing advice and guidance to internal or external customers, working with or in partnerships. Developing or managing relationships e.g. with contractors. Specific project work

Describe here responsibilities, contacts etc. providing clarity for what the jobholder is responsible for.

Nature of Contacts and Relationships e.g. Typical customers, external relationships
Responsibilities for Supervision e.g. mentoring may be an occasional requirement of the post. Is the post responsible for a small, medium or large team?
Responsibilities for Finance e.g. budget responsibilities, size of typical budgets, monitoring of expenditure, cash handling – typical amounts
Responsibility for Physical Resources Types of equipment used, vehicles, plant, security of buildings and information
Work Environment e.g. Office based. Occasional work outdoors. Occasionally dealing with abusive customers

Health and Safety

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

Prepared by:**Date: December 2020****Postholder:****Date of issue:**

Person Specification

POST: Streetscene Officer	GRADE: 8
DIRECTORATE:	POST NO: ST3110 ST3130

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test A/I/P/T
QUALIFICATIONS		
1. Relevant professional qualification (e.g. housing, youth and community, Higher National Certificate or equivalent educational standard)	D	A Production of Certificate
2. Environmental or associated qualification	D	A Production of Certificate
EXPERIENCE		
3. Experience of working in public health or environmental protection related field	E	A/I
4. Experience of using legislation to reduce environmental crime or respond to quality of life issues	D	A/I
5. Experience of engaging with community groups, interfacing with the public, and liaising with official agencies and other council departments or equivalent	E	A/I
6. Experience of working in multi-agency partnerships	D	A/I
7. Experience of both formal and informal enforcement procedures, including preparing case files and attending court	E	A/I

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test A/I/P/T
8. Experience of using covert and overt surveillance methods in relation to enforcement	D	A/I
SKILLS		
9. The ability to work alone with minimum supervision.	E	I
10. The ability to communicate clearly and effectively, both verbally and in writing by the production of reports, letters, briefing notes and formal case files	E	A/I
11. To liaise with elected members, official agencies and the media in a positive manner	E	I
12. The ability to maintain computerised and paper recording systems to track team initiatives, personal workloads and cases	E	I/T
13. The ability to work as a member of a team, and contribute to the overall efficiency of the Streetscene unit as a member of that team	E	I
14. To work flexibly and to prioritise and plan workloads to meet deadlines, service delivery needs, and action plan targets.	E	I
15. The ability to interpret legislation, codes of practice and follow guidelines, in relation to environmental crime, anti-social behaviour, cleansing and recycling	E	I
KNOWLEDGE		
16. A commitment to equality and fairness and an understanding of community issues	E	A/I

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test A/I/P/T
OTHER		
17. Understanding of and commitment to equal opportunities and customer care	E	I
18. Commitment to deliver high quality customer orientated services	E	I
19. Availability to work evenings and weekends undertaking investigative and surveillance work, as the post requires (Equivalent time off will be given)	E	A/i
20. In possession of current driving licence	E	A/I
21. Owns or has use of vehicle that can be used for business.	D	A/I

The Burnley Way
Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives. Further details are contained in the Behaviour Framework