

London Borough of Lambeth

JOB DESCRIPTION

Job Title: Highways Enforcement Officer
Grade: SO1
Division: Environment
Business Unit: Parking & Enforcement
Reporting to: Highways Enforcement Manager
Responsible for: none

Purpose of Job

The Highway Enforcement Officer will carry out highway management enforcement activities which contribute to the effective management of the Lambeth environment and ensures compliance with the statutory provisions outlined within legislation such as the Highways Act 1980 and the Traffic Management Act 2004.

The post-holder will be required to utilise the relevant statutory provisions to respond to a wide range of issues and offences which have an impact on the public highway. These duties may be varied from time to time in accordance with the needs of the service, and in particular during civil emergencies when it may be necessary to extend these responsibilities to meet the needs of the council.

The post holder is required to hold a standard DBS certification from the Disclosure and Barring Service.

Principal Responsibilities

- To investigate environmental crime on behalf of citizens and other stakeholders and utilise the full range of statutory powers to take robust enforcement action to tackle recurrent offending behaviour.
- To undertake routine patrols in to identify, log, inspect and investigate instances of littering, graffiti, fly tipping, fly posting, public urination and dog fouling.
- To issue Fixed Penalty Notices for environmental offences by gathering and recording the relevant evidence in accordance with set procedures and best practice.
- As and when required to issue instructions to the relevant Council Services or Contractors to remove environmental offences such as littering and dog fouling
- To inspect licensed and unlicensed highway activities such as skips, building materials, hoarding and scaffold licenses, conveyors, and issue Fixed Penalty Notices for licence infringements as necessary.
- To carry out enforcement action for unlicensed shop fronts and unlicensed tables and chairs.
- To investigate abandoned vehicles in the borough, label and investigate possible removal. Ensure that all enforcement actions are strictly within any legislative restrictions, relevant codes or advice on best practice.
- To report damage to the highway, including street furniture, observed during routine patrols, where necessary collating information and passing to the relevant service so that appropriate remedial/legal action can be taken.

- To carry out interviews, give cautions, record and make statements as required for criminal proceedings in accordance with the Police and Criminal Evidence Act 1984 for environmental offences.
- To act as a professional witness in support of any legal action taken by the Council to address offending behaviour or non-compliance with statutory regulations
- To ensure that all material obtained as evidence is recorded and safeguarded so that it is acceptable in Court.
- To maintain a comprehensive working knowledge and understanding of the Council's statutory duties in respect of all aspects of environmental or highways enforcement, keeping abreast of Legislation, Council strategic policies and developments within the service industry.
- The post holder will be required to work different shift patterns, ranging from core hours to evenings, weekends and Bank Holidays

Generic Responsibilities

- To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy, taking responsibility, appropriate to the post, for tackling racism and all other oppressive and discriminatory practices, for promoting a positive recognition of differences and community cohesion and must at all times carry out their duties with due regard to the Council's policies on equalities and the staff code of conduct.
- To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relationships.
- To actively promote and uphold the Council's code of conduct, FRESH values, priorities and service standards.
- To undertake other duties appropriate to the grade as directed by management.

Person Specification
Highways Enforcement Officer (SO1)

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident Scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Key Knowledge	K1	Knowledge of the relevant legislative framework, including working knowledge of the provisions outlined within the Highways Act 1980 and part III of the London Local Authorities Act 1990 (as amended).	A✓
	K2	Working knowledge of relevant environmental/highways legislation; Including Health and Safety at Work, Police and Criminal Evidence Act to progress court cases	
Relevant experience	E1	experience in a similar front-line highway or environmental enforcement role.	A✓
	E2	Experience of working with the public in confrontational situations	A✓
	E3	Sound working knowledge of the Police and Criminal Evidence Act (PACE)	A✓
	E4	Experience of investigating nuisance complaints and other environmental protection work	

<p>Core Behaviours</p>		<p>Focuses on people is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people. For example:</p> <ul style="list-style-type: none"> • Is responsive to both telephone and written correspondence, ensuring high quality and timely responses are provided • Is aware of the customer's needs and how actions impact on the overall customer experience. • Represents the Council in a positive manner to protect the Council's reputation 	<p>A✓</p>
		<p>Takes ownership is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development. For example</p> <ul style="list-style-type: none"> • Listens, understands and proactively interprets our customer's needs. • Identifies personal training needs and constantly looks to develop skills and knowledge. • Takes the initiative to improve the ways we deliver our services. 	
		<p>Works collaboratively is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results. For example</p> <ul style="list-style-type: none"> • Supports colleagues and provides help and assistance as and when required. • Build relationships with key contact to improve service delivery <p>Participates in group discussion, sharing their experience and knowledge</p>	

		<p>Communicates effectively is about how we talk, write and engage with others. It's about using simple, clear and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation. For example</p> <ul style="list-style-type: none"> • Speaks to customers and colleagues in line with the Council's FRESH values. • Makes use of communication tools to engage with colleagues from any locations, • Adapts own communication style to tailor your message to your audience. 	A✓
		<p>Focuses on results is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better. For example,</p> <ul style="list-style-type: none"> • Committed to getting the job done first time • Understands priorities and organises time to meet deadlines • Is result driven and goes the extra mile to deliver results 	